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October 8, 2004
Volume 26 Number 41
www.processor.com

PROCESSOR
Products, News & Information Data Centers Can Trust. Since 1979

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Downtime is no laughing matter. When your systems aren't up, your business is swimming in red ink.

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It's imperative that the proper steps have been taken to ensure data can be recovered and operational as quickly as possible in the event of a disaster.

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It's important to talk with vendors about security, interoperability, and other issues to make sure patch management is tailored for the company, saving time and money in the long run.

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Risk assessment can help network managers protect themselves against customers or other third parties that could hold their enterprise liable.

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NEW PRODUCTS

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■ **ADIC** introduced the SDLT 600 DLTtape drive. ■ **Altiris** introduced the Altiris Server Management Suite 6.0. ■ **AT&T** introduced a VoIP Innovation and Interoperability Program. ■ **EMC** is targeting its new EMC Express Solution For E-Mail at SMBs that use Microsoft Exchange Server. ■ **HP** is promoting its new BladeSystem by offering installation and startup services for $1,600 per engagement. ■ **Microsoft** is getting involved in the disk-based backup market with its new Data Protection Server. ■ **nLayers** introduced nLayers InSight, an agentless appliance that uncovers ways to reduce IT costs. ■ Three new KVM switches from **Raritan** let you control up to four PCs from a single keyboard, mouse, and monitor. ■ The new 8008 color laser from **TallyGenicom** delivers up to 8ppm in color or 31ppm in black and white.

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FOCUS

Look Before You Leap

How To Evaluate TCO Before Buying Equipment

by David Garrett

• • •

In this issue, we've brought you articles on TCO as it relates to patch management ("Patch Work," page 9), repair downtime ("The Role Of Downtime In Your TCO," page 6), and liability issues ("Downtime Liability Alert," page 10). Here we'll look at TCO in general and how its use can affect the products you buy.

DO YOU KNOW WHAT YOUR NETWORK COSTS? If you're like most companies, you don't. At best, you've got a sense of what you spent to buy and install your equipment. But the true cost of a network—of any IT equipment—is more than what you spend to buy it. It's what you spend to support it, manage it, repair it, upgrade it, and train your staff to use it, which are known as the product's fully burdened costs. Simply put, their sum is the network's TCO, or total cost of ownership.

The concept of TCO began with the Gartner Group in the late '90s. Since then, it's grown like a weed in research circles, and there are now dozens of software tools, models, and other ways to measure it.



TCO: Why Bother?

First things first. Why even bother with TCO?

Simple: A survey by Compaq reveals that most IT managers don't know that costs incurred after buying equipment are nearly always greater than buying the equipment itself. How much greater? According to Compaq, the costs you incur after you've bought and deployed your equipment are roughly 80% of total IT cost. Despite this, most IT managers focus on reducing the initial cost of equipment (their capital costs) and not on finding their fully burdened costs.

Compaq also found that a focus on TCO led to smaller costs in maintaining, supporting, and upgrading the corporate network.

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How Secure Is Your Company's Info?

Keep Your Vital Information Safe From Prying Eyes

by Sixto Ortiz Jr.

• • •

KEEPING INFORMATION SECURE is a huge problem across corporate America. The issue is especially vexing for SMEs (small to medium-sized enterprises) that don't have the resources to constantly keep their security infrastructures up-to-date. Even large enterprises are struggling to keep up with the breakneck pace of change in the security arena.

And security is not just limited to IT; since the Sept. 11 terrorist attacks, the importance of screening potential employees and guarding the confidentiality of sensitive information has never been higher. So then how do SMEs with limited resources set priorities for identifying and securing their most vital information? Furthermore, how do SMEs assess their most glaring vulnerabilities?

The Problem With Security

After years of relegating security to the back burner, software and hardware manufacturers are racing to patch up a leaky IT infrastructure that was never designed with security as a foremost concern. The result is a Sisyphean struggle against hackers, crackers, and information thieves who never seem to run out of vulnerabilities to exploit.

Even larger enterprises are struggling to keep up with the breakneck pace of change in the security arena.

The focus on security is also driving the growth of

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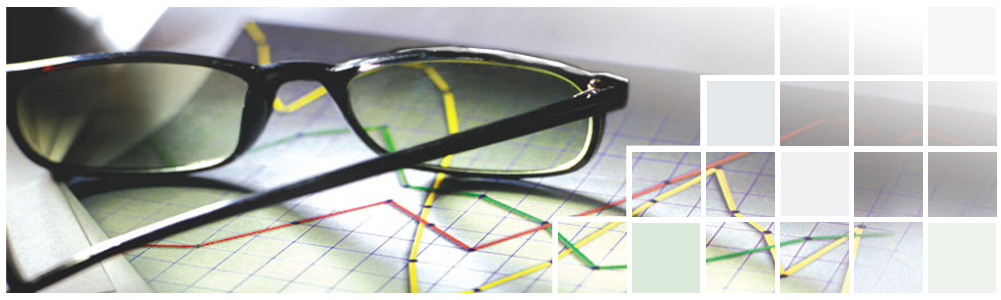
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MarketPlace NEWS



THE STOCK MARKET GAINED BACK SOME GROUND in the week that ended Sept. 29 as investors took heart at a fall in oil prices. The Nasdaq gained back some ground after Cendant agreed to buy Orbitz for $1.25 billion and positive reports about Google's prospects lifted its stock. The Dow closed on Sept. 29 at 10136.24, up from 10109.18 a week earlier, while the Nasdaq closed at 1893.94, up from 1885.71 a week earlier.

Microsoft Weighs Resuming Negotiations With EU

MICROSOFT SAID IT WAS CONSIDERING resuming negotiations with the European Union to resolve its antitrust case. The company was ordered to pay $610 million in fines earlier this year, and the case has moved into the appeals process. Earlier, the company broke off talks to try to settle out of court.

IBM Claims Fastest Supercomputer

IBM SAID A NEW VERSION of its BlueGene\L supercomputer will likely be the world's fastest, as its newest benchmark scores put its performance ahead of NEC's Earth Simulator in Japan. The new machine has 16,000 processors and operates at 36 teraflops. By the first quarter, IBM hopes to deliver a BlueGene\L machine with 130,000 processors to Lawrence Livermore National Laboratory.

PalmSource Shows Off Smartphone OS

PALMSOURCE INTRODUCED its first version of the Palm OS for smartphones. The software includes a native email application and Web browser and integrates Wi-Fi and Bluetooth. The move is meant to offset declining popularity of PDAs, which are losing ground to smarter cell phones.

HP Drops Itanium Workstations

HP SAID IT WILL STOP SELLING workstations built around Intel's Itanium chip, pulling the plug on hopes the companies had years ago of making Itanium into a mainstream chip. Instead, HP will make workstations with Xeon chips that make use of the 64-bit extensions to Intel's x86 architecture. Intel came up with the Xeon chips in response to the popularity of AMD's Opteron chip. HP said it remains committed to Itanium servers.

Yahoo! Unveils Home Page Makeover

YAHOO! UNVEILED THE FIRST MAJOR CHANGE to its home page in two years in an attempt to make its Internet portal cleaner and easier to customize. The changes weren't radical, but they include easier layout and navigation and links to its buzz tracker.

Amazon, Microsoft Go After Spammers

AMAZON AND MICROSOFT SUED a group of spammers who were sending millions of forged emails identifying themselves as coming from the companies. The moves are part of a years-long effort to crack down on spammers. Microsoft is trying to implement a "caller ID" system for email, but standards bodies have yet to accept it.

Motorola Cutting Jobs & Expenses

MOTOROLA SAID IT WOULD ELIMINATE 1,000 jobs and take a charge of $50 million for severance packages related to its former semiconductor business. The layoffs are related to corporate employees at the telecom equipment maker's headquarters who dealt with Freescale Semiconductor, which was spun off.

Cypress Semi Misses Earnings Targets

IN ANOTHER SIGN OF SLOWDOWN in the chip industry, Cypress Semiconductor lowered its third-quarter earnings and revenue targets for the second time in a month. The company expects earnings of 3 cents to 5 cents a share, compared with its prior estimate of 4 cents to 8 cents a share on Sept. 3. Inventories are rising at many chipmakers as customers concerned about a slowdown in the global economy are cutting orders.

Gartner President Resigns After New CEO Comes Aboard

THE GARTNER GROUP'S Maureen O'Connell, president and COO, resigned to "pursue other opportunities," the technology research firm said. Her duties will be assumed by Gene Hall, who was named Gartner's chief executive in July. Gartner, based in Stamford, Conn., said it will eliminate O'Connell's post.

PC Sales Boom In India Continues

COMPUTER SALES IN INDIA ROSE 39% in the second quarter, according to a group of computer makers in the country. The sales were driven by expansions in telecommunications, banking, and financial services, said the Manufacturers Association of Information Technology. Sales totaled 890,000 for the quarter and are forecast to reach 4.2 million for the year.

Cisco Chief Makes $1.9M For The Year

CISCO SYSTEMS CEO John T. Chambers made $1.9 million in compensation for fiscal 2004, according to a company filing with the Securities and Exchange Commission. He received a $1.9 million bonus for the year ended July 31, which Cisco said was recognition for his success in driving greater profits and higher returns on equity. In 2001, Chambers asked his salary be cut to $1 because of Cisco's flagging performance. Cisco also reinstated Chambers' base salary of $350,000. Chambers recently exercised options worth $38.3 million.

Cendant In Deal To Buy Orbitz

CONFIRMING RUMORS, Cendant said it would buy the Orbitz travel Web site for $1.25 billion in cash. Cendant owns the Avis car rental and Days Inn hotel businesses, while Orbitz, one of the most popular travel sites on the 'Net, is run by a consortium of airlines.

Munich Set To Approve Linux

MORE THAN A YEAR after Munich declared its intent to abandon Windows in favor of Linux, the city is finally ready to go ahead with the plan. The council is expected to approve the move despite concerns about patent infringement lawsuits.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Sept. 29 $	Sept. 22 $	% change
Avaya	AV	$14.15	$14.47	▼ 2%
BEA Systems	BEAS	$6.90	$7.09	▼ 3%
Computer Associates	CA	$26.17	$25.30	▲ 3%
Cisco Systems	CSCO	$18.31	$18.96	▼ 3%
Dell	DELL	$35.44	$35.07	▲ 1%
Electronic Data Systems	EDS	$19.10	$19.89	▼ 4%
Google	GOOG	$131.08	$118.38	▲ 11%
HP	HPQ	$18.52	$18.62	▼ 1%
IBM	IBM	$84.98	$84.31	▲ 1%
Intel	INTC	$20.07	$20.42	▼ 2%
McAfee	MFE	$19.82	$19.21	▲ 3%
Microsoft	MSFT	$27.58	$27.12	▲ 2%
Oracle	ORCL	$11.43	$11.14	▲ 3%
PeopleSoft	PSFT	$19.92	$19.32	▲ 3%
Red Hat Software	RHAT	$12.73	$12.88	▼ 1%
Sun Microsystems	SUNW	$4.02	$4.20	▼ 4%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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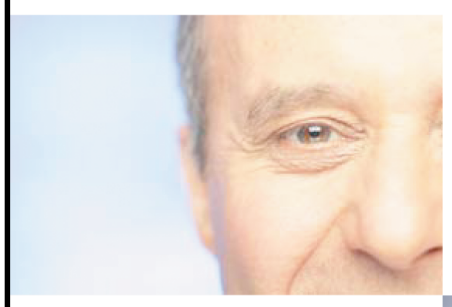
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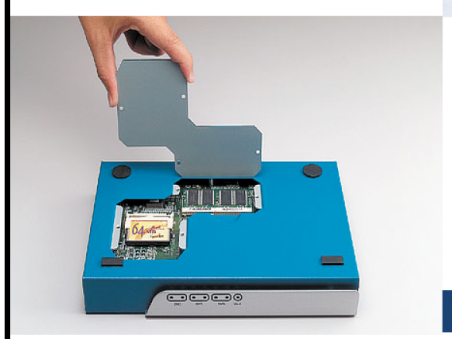


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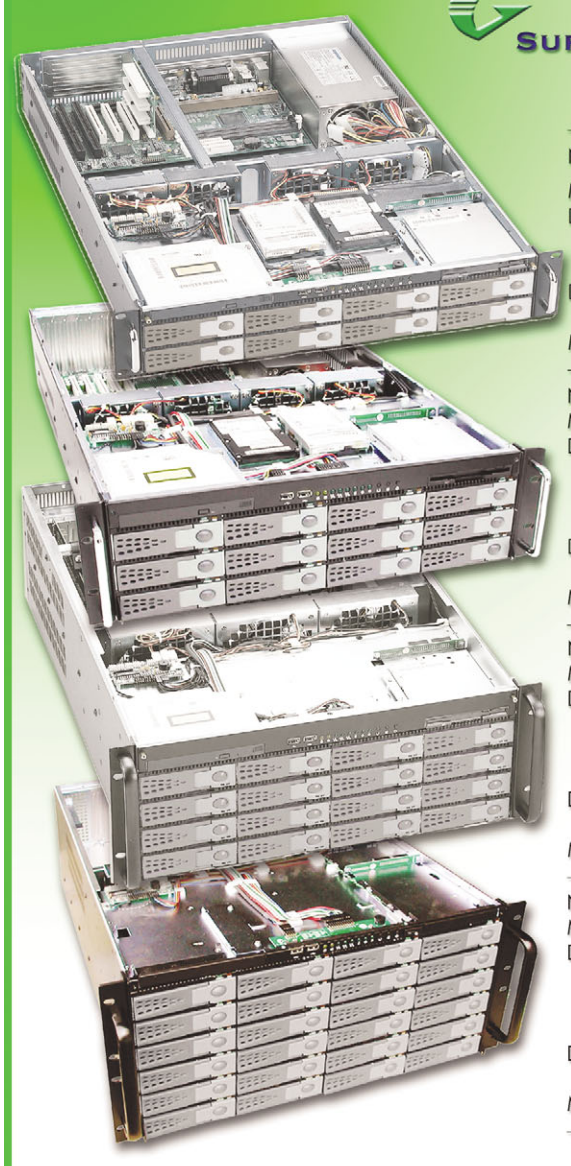
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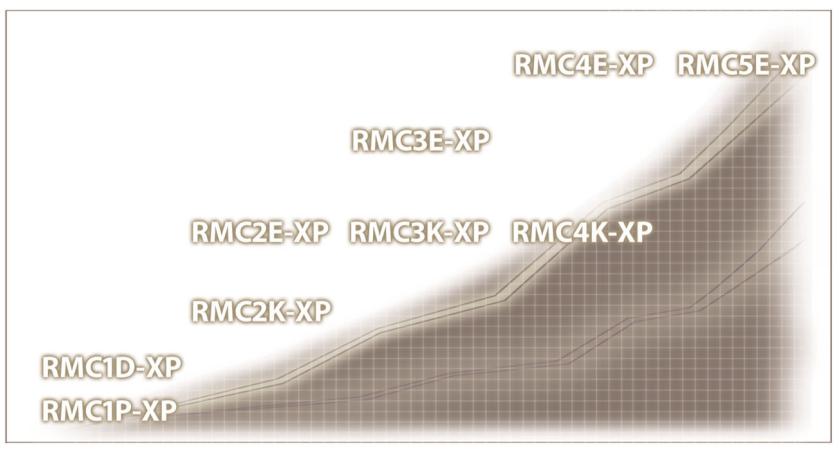
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Capable Storage:
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Power Supply:
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Motherboard:
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Capable Storage:
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Power Supply:
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Motherboard:
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Capable Storage:
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Capable Storage:
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Traffic Monitoring Solution
Virtual Booth 4002 • Virtual Product 1948

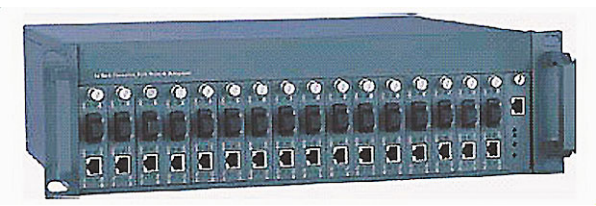


Allot Communications' traffic management solutions ensure peak performance for high-priority business applications, throttle/block low-priority network traffic (such as P2P), optimize bandwidth utilization based on priorities and provide frontline protection against network aware viruses and DoS attacks. Allot offers a broad portfolio of award-winning LAN- and WAN-based traffic management solutions with inherent scalability and throughput from 2Mbps to 1Gbps.

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Secure Remote Access
Virtual Booth 3723 • Virtual Product 1446



The **Secure Remote Access Appliance** is powered by Funk Software's Steel Belted Radius® software & provides secure remote and wireless access to corporate networks. The appliance supports all major network equipment providers (VPNs, firewalls, routers, access points) and two-factor authentication servers (like RSA's ACE/Server™).

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Network Identity Appliance
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PRODUCT RELEASES

BACKUP

■ **Microsoft** is getting involved in the disk-based backup market with the announcement of its Data Protection Server. According to Microsoft, DPS will provide continuous backup of data to minimize performance impact. Microsoft also claims fast recovery in minutes. DPS will also use APIs to integrate with tape backup technologies. Microsoft also announced DPS support from more than 20 partners in the market including EMC, Dell, HP, Intel, NSI Software, Seagate Technology, and Sun Microsystems. DPS is only available in a private beta release. General availability is scheduled for the second half of 2005.

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■ The REO 9000, a new backup and recovery appliance at **Overland Storage**, has SATA hard drives in a RAID 5 and will continue protecting you and your systems over iSCSI and Fibre Channel connections. According to Overland Storage, the REO 9000 incorporates ProtectionPAC software to optimize disk space.

CONTROLLERS

■ **LSI Logic** introduced the CW000026 USB 2.0 Host Controller core. The new controller core is fully compliant with the USB 2.0 EHCI (Enhanced Host Controller Interface) Specification and supports data transfer speeds up to 480Mbps. According to LSI Logic, the CW000026 is ideal for a broad array of high-speed embedded systems such as set-top boxes and digital TVs. The product also easily integrates with RapidChip Platform ASIC or cell-based ASIC. Featuring an integrated transaction translating root hub, the CW000026 offers lower gate count and reduced software complexity. When the core is integrated with an LSI Logic USB 2.0 PHY interface, the core supports high-speed, full-speed (12Mbps), and low-speed (1.5Mbps) data transfer rates.

DATA COMMUNICATIONS

■ **ADLINK** has announced the PXI-7900 Series switch modules, which include the PXI-7901, PXI-7921, and PXI-7931. The PXI-7901 is a 16-CH SPDT relay module with a switching capacity of up to 3A switching and 3A carrying. It has eight auxiliary digital I/O lines. The PXI-7921 has 24 two-wire relays (DPDT, 2 Form C) and a switching capacity of 2A switching and 2A carrying. Finally, the PXI-7931 is a 32-cross-point, two-wire relay matrix module (DPDT, 2 Form C).

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■ **AirMagnet** and **AirWave** have introduced the integration of AMP (AirWave Management Platform) and AirMagnet Distributed products, which are available to customers of AirMagnet and AirWave. AMP operates a Wi-Fi network environment. AirMagnet Distributed analyzes Wi-Fi security and performance information through wireless sensors, and AMP oversees the Wi-Fi connection. Both products share an ACL (Access Control List) that provides information about which access points belong to the given network.

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■ **Cisco Systems** announced the SAN-OS 2.0 for the Cisco MDS 9000, which is a series of multilayer intelligent directors and fabric switches. SAN-OS 2.0 features Virtual SANs and QoS-based traffic management. Other features include tape acceleration for FCIP (Fibre Channel over IP), hardware-assisted data compression over FCIP, hardware-based IP Security encryption, and Extended Fibre Channel buffer-to-buffer credits.

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■ The new PCIe-GPIB controller from **National Instruments** brings GPIB (General Purpose Interface Bus) to PCI Express. The PCIe-GPIB lets you control instruments over PCI Express. The hardware includes a suite of software development tools. The hardware is compatible with any of NI's development tools including LabVIEW, LabWindows/CVI, and Measurement Studio for Microsoft Visual Studio.

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The Role Of Downtime In Your TCO

Running The Numbers Can Affect Your Bottom Line

by Ericka Chickowski

• • •

DOWNTIME IS NO LAUGHING MATTER. When your systems aren't up, your business ends up swimming in red ink.

Some of the associated costs of system failure include the cost of idle employees, the cost of the time needed from the IT department and management to resolve the issue, and liability costs associated with failures if they cause the organization to violate strict government regulations. And that isn't even considering the opportunity costs if the system is even remotely customer-facing.

FOCUS

Fortunately, there are ways to limit your exposure before you make the mistake of bringing a bug-ridden product live. By taking proper precautions and doing your due diligence, it is possible to weed out the problem products before they even make it to your acquisitions short list.

There are plenty of tangible ways to estimate the cost that downtime will contribute to your new system's TCO.



These steps include both quantitative and qualitative investigative approaches. Before you buy products, it is not only important to properly as-sess potential downtime costs in TCO analysis; it is also imperative that you ask the right people the right questions. Other-wise your company is participating in a guessing game that it will surely lose.

Downtime & TCO

Figuring out the potential cost of downtime for a new tool doesn't have to involve a divining rod or any other sort of mysterious sorcery. There are plenty of tangible ways to estimate the cost that downtime will contribute to your new system's TCO. Although none of them will be 100% accurate, taking the time to examine the product with more than one analysis will create a more reliable picture of the future than what the salesman pitches.

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Password Repository
Virtual Booth 3659 • Virtual Product 1221



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HID Secure Access System
Virtual Booth 3796 • Virtual Product 1568



The HID Secure Access System allows organizations with existing HID Prox Card II badges to automatically control access to workstations and computer networks running the Windows 2000® or XP® operating systems. The HID Secure Access System secures your computers without relying on employees remembering to shutdown, lock-up, or apply username/password policies.

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PRODUCT RELEASES

Continued from Page 6

GRAPHICS & VIDEO

■ **Planar Systems** unveiled the DS15i, an integrated kiosk platform that lets integrators and independent software vendors deploy interactive applications in retail environments. The DS15i's compact form factor is 3.5 inches deep, weighs 11 pounds, and uses an XGA monitor with a touchscreen. It also comes with a 900MHz tablet PC processor with an advanced graphics chipset, a 40GB hard drive, 512MB RAM, and a CD/DVD drive.

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■ Three new KVM switches from **Raritan** can help eliminate the clutter by letting you control up to four PCs from a single keyboard, mouse, and monitor. The new SwitchMan USB KVM switch comes in two- and four-system models. Rather than limit you to a keyboard, mouse, and monitor, the SwitchMan USB lets you share multiple USB devices among computers including digital cameras and iPods. You can switch among systems using hotkeys or by pressing buttons on the KVM. Raritan is also offering its new SwitchMan Cable Plus for easily sharing components between two computers.

MISCELLANEOUS

■ **NCR's Systemedia Division** announced a new RFID solution it claims is approaching 100% reliability. The labeling solution includes the following features: consumables and labels that meet either Class 1 or 0 protocol standards; thermal transfer ribbons; up-to-date printers and data collection devices; service on hardware components; and eMedia, a suite of online services to help coordinate ordering, tracking, payment, and purchasing. The NCR thermal transfer ribbons also produce a barrier to electrostatic discharge, which often affects RFID components. NCR also announced enhancements it expects will be available in the first quarter 2005, including a wider selection of customized print labels and sizes designed to fit individual manufacturing processes.

MOBILE COMPUTING

■ **palmOne** launched a Universal Wireless Keyboard ($69.99), a Bluetooth GPS bundle ($449), and a Treo 600 smartphone case ($29.99). The keyboard supports palmOne devices and Dell and HP smartphones. The Bluetooth GPS Bundle includes a Zire 72 and TomTom Navigator software, which offers audible turn-by-turn directions. The side-loading smartphone case includes a removeable belt clip.

MOTHERBOARDS

■ **Tyan's** new motherboard for rackmount servers has been designated the Tomcat i7221 (S5150). Supporting a single LGA775 Prescott Pentium 4 processor, the Tomcat i7221 is based on Intel's E7221 Copper River chipset. It uses up to 4GB of unbuffered DDR400 or DDR333 memory and supports PCI Express, PCI-X, and PCI. Four-port SATA RAID and a SODIMM port for Tyan's TARO expansion card complete the picture.

PRINTERS & SCANNERS

■ At $13,520, **Ricoh's** new Aficio 2228C multifunction imaging system can print at up to 28ppm in black and white, as well as at 20ppm in full color, on up to 12- x 18-inch paper. The 2228C can also copy, scan, and fax. An 80GB hard drive and wireless networking round out this package.

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■ The new 8008 color laser printer from **TallyGenicom** delivers up to 8ppm in color or 31ppm in black and white. Rated at 30,000 pages per month, the 8008 can keep up with demanding office workloads. Capable of handling a wide variety of paper sizes, this compact printer is capable of up to 1,200 dpi resolution. Options include 10/100 Ethernet networking and duplex printing. The 8008 printer has an MSRP of $799.

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Look Before You Leap

Continued from Page 1

Choose A Model

Of course, to focus on TCO, you have to have a detailed model to follow, and there are as many models as there are vendors who sell them. But the basic models from Gartner and its rival Forrester stand out as simple but useful guides to finding and predicting your equipment's TCO.

In Gartner's model, the cost of equipment equals the capital cost at 21% of the total, followed by tech support at 21% and maintenance at 13%. The rest, 46%, is composed of end-user costs that break down as follows:

- Futz factor 30%
- Training 18%
- Data management 15%
- Application development 14%
- Informal learning 12%
- Supplies 7%
- Peer support 4%

(Note that not all the figures above add up to 100% due to rounding.)

The futz factor refers to the time that users spend using equipment for personal needs, such as playing games.

In Forrester's model, hardware costs are 24% of the total, followed by software and training at 12% each. Maintenance accounts for the remaining 46% and breaks down as follows:

- Direct maintenance 34%
- End-user downtime 35%
- Co-worker time 14%
- Application development 14%
- Disaster prevention 5%

(Again, numbers may not total 100% due to rounding.)

Which model is right for you? It depends on your business and your end users' needs. For instance, you may have a group of disciplined users who barely touch their machines for personal reasons. If that's so, you can skip the "futz factor" in Gartner's model and tweak it with other elements from Forrester's model.

Driving It Down

But whichever model you use, its goal is the same: to reduce your network and data center's final cost. Experts suggest the best way to do that is to spend more dollars on training people, automating your business process, and finding equipment that's easy to manage and support.

By training users to optimize their use of technology (say, to post a shared document to the intranet rather than emailing it to 300 people), you inherently lower your bandwidth, storage, and other incidental costs. By automating your business functions (such as expense reporting), you reduce the man-hours it takes to complete them. And by finding equipment that's easy to manage, you'll spend more of your time where it counts: using the equipment, not fixing it.

Another way to reduce your TCO is to conduct a detailed survey of assets across the enterprise. And although that sounds daunting, there are tools to help. One of them is Peregrine's AssetCenter (www.peregrine.com), software that tracks the total cost of every asset in your business from servers to software. And you can download a free TCO tracker from HP/Compaq at h18000.www1.hp.com/tco/snapshottool.html.

TCO Built-In

Of course, some types of manufacturers are mindful of TCO to start with. These include the major equipment vendors, such as HP/Compaq, IBM, and Dell. For instance, HP and IBM offer a TCO evaluation through their massive consulting arms. And although these products are ultimately meant to grease your way into buying HP/Compaq and IBM tools, they can help you analyze and reduce your IT costs.

But the true kings of TCO are the vendors of network, policy, and rights management tools. They cut the time you need to run your infrastructure (and thus reduce indirect costs), so their main selling point is their impact on network TCO.

Of course, whether you use them is a question only you can answer. But you should use TCO as an integral part of your IT procurement. You'll spend less and get more in the long run, and who can argue with that?

TCO: Your Own Model?

Gartner, Forrester, and dozens of other groups sell TCO models that you can use to find the full cost of your equipment. But you can build your own model that includes:

- Capital costs
- Training
- Maintenance
- Support
- Additional storage and backup
- Software and application development
- Supplies
- Downtime
- Disaster prevention
- Office space
- Documentation

The Magic Formula

To compute a product's TCO, simply add its capital cost (what you spent to buy and install it) to its fully burdened costs (indirect and hidden costs, such as maintenance, support, and so on).

Capital Costs + Fully Burdened Costs = TCO

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Virtual Booth 3796 • Virtual Product 1567



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Network Scanning Appliance
Virtual Booth 3898 • Virtual Product 1768



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PRODUCT RELEASES

Continued from Page 7

PROCESSORS, CHIPSETS & MEMORY

■ **AMD** has introduced the Mobile Athlon 64 processor 3000+, designed for thin, light notebooks. The 3000+ is a low-voltage processor and has EVP (Enhanced Virus Protection) when coupled with an installed copy of WinXP SP2. The Athlon 6400 3000+ can also improve notebook battery life through its AMD PowerNow! technology. The new processor supports 802.11a/b/g. The Athlon 64 3000+ costs $241 in 1,000-unit quantities.

SECURITY

■ **CyberGuard** has announced the FS600, a member of the Classic Family FS series of network appliances. The FS600 offers 1.2Gbps transfer rates. CyberGuard also released the FS300, which is also an entry-level product. These products include ICAP (Internet Content Adaptation Protocol) support, VLAN support, and improved authentication. The FS600 and FS300 are built to work with CyberGuard's Webwasher Content Security Management Suite. An optional six-port Gigabit Ethernet NIC is available for the FS600.

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■ **Greencomputer** is targeting SMBs with the PowerElf II, a security appliance that includes a firewall, IDS, and Internet and email services. Customers can also add antispam and antivirus features, as well as file storage. Greencomputer believes the all-in-one approach reduces costs for SMBs. Customers can configure the device, which is available for less than $2,000 at Greencomputer's Web site. The appliance supports up to two 250GB hard drives and 2GB of RAM. It can also have a SCSI interface.

SERVERS

■ **HP** is promoting its new BladeSystem by offering installation and startup services for $1,600 per engagement. The management tool suite includes HP Systems Insight Manager 4.2 (the console), HP Essentials Virtual Machine Management Pack (controls Microsoft and VMware virtual machines), HP Essentials Automation Controller Pack (automates event-based policies and tasks), and HP Essentials Patch and Vulnerability Pack (identifies and patches vulnerabilities). Upcoming tools include the HP Essentials Insight Lights-Out 1.62 and HP Essentials Intelligent Networking Pack.

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■ **Stratus** introduced the entry-level ftServer W Series 2300 fault-tolerant server. This server is designed for large, decentralized organizations that have remote offices, and the company says a new design makes this model 22% smaller and 63% lighter than the previous entry-level product. This ftServer model is the first to use the new Virtual Technician Module, which enables a service engineer to perform advanced remote diagnosis, troubleshooting, and remediation.

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■ **Sun** has announced new UltraSPARC IV servers equipped with AMD Opteron and SPARC processors. The 4-way Sun Fire V490 ($30,995) and the 8-way Sun Fire V890 ($39,995) both offer Sun's CMT (Chip Multithreading) technology. The company's other new offerings include the Sun Fire V40z server, Sun Java Workstation W1100z, and Sun Java Workstation W2100z (prices not provided).

SOFTWARE

■ **Altiris** has introduced the Altiris Server Management Suite 6.0 for deploying, maintaining, and analyzing server operations. Compared to the last version, the new version provides improved security features, better support for Windows and Linux bare-metal server operations, and enhanced tools for tracking and installing patches. The software supports Sun and Red Hat. Upgrades from Altiris 5.x are free, and a new single-system license is $253. Volume pricing is available.

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■ **EMC** is targeting its new EMC Express Solution For E-Mail at SMBs that use Microsoft Exchange Server. This package includes hardware and software (such as automated policy management software) and EMC's services. The package supports thousands of email users and includes EMC CLARiiON (network storage and replication software), EMC Legato EmailXtender Archive Edition (mailbox size management software), EMC Replication Manager /SE (software that enhances CLARiiON's performance), and EMC Exchange Accelerator Service (EMC Technology Solutions and Authorized Services Network Partners).

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Guaranteed Server Recovery

Restore Data & Get Servers Up Quickly After A Catastrophe

by Tony Bradley

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DATA IS THE "BLACK GOLD" of the 21st century. While prospectors and pioneers in eras gone by panned for gold or dug for oil, today's prospectors are looking for new ways to "mine" valuable information from data. Companies harvest and retain as much data as they possibly can about their customers, suppliers, industry trends, and just about anything else they can store in a database or on a hard drive. But all of the 1s and 0s that make up the bits and bytes on a hard drive can disappear in the blink of an eye and untold riches of data can be destroyed. It is a business imperative that the proper steps have been taken to ensure that the data can be recovered and operational as quickly as possible in the event of a disaster.

Ontrack Data Recovery has nearly 20 years of experience performing successful data recoveries for customers around the world, including law firms, government agencies, and 98 of the Fortune 100 companies.

Guaranteeing Data Recovery

For some businesses, data centers in particular, it is not enough to reduce the risk of data loss. The integrity and accessibility of the data must be guaranteed and may even be documented in an SLA (service level agreement). Failure to protect the data, or to at least successfully restore it as quickly as possible, is simply not an option.

Jim Reinert, vice president of Ontrack Data Recovery, explains how to not only help ensure data recovery but also guarantee it. "The ideal solution would be to replicate the servers. This would mean that when a user completes a database transaction there are two identical servers with identical databases and the data is written on both machines in real-time. Mid- to high-end database storage systems provide this level of redundancy (i.e. MS SQL2000 and Oracle). The same holds true for file servers; when a user saves a file to a shared volume, the data is also saved to an identical server." However, Reinert adds the following caveats: "The challenge with this type of system is cost and protection from intentional data loss. For instance, if a disgruntled employee starts mass deleting files before leaving the company, these deletions would occur on the redundant server, as well."

When considering a guaranteed server recovery plan, it is also important to consider all plausible disaster scenarios.

When considering a guaranteed server recovery plan, it is also important to consider all plausible disaster scenarios. Paco Hope, senior software security consultant for Cigital, a software quality management firm, says, "People rarely consider the idea that too many drives in the RAID array might fail simultaneously due to an electrical fault or that the fire department might actually hose down the entire building during a fire, ruining almost everything in the server room." If the entire backup solution relies on equipment onsite, the backups may be destroyed in the same disaster that destroyed the data and make server recovery impossible.

Redundancy Pays Off

One method of quickly recovering from a server failure is to have spare servers on hand. Hope says, "The fact is that people can budget for Noah's Ark (two of every species) far better than they can predict failures and recovery times." He goes on to say that it is sometimes easier to convince

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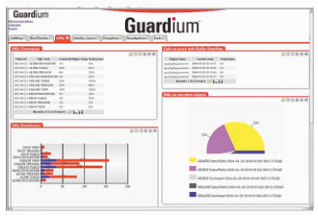
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PRODUCT RELEASES

Continued from Page 8

■ Version 2.0 of **LSI Logic's** MyStorage management software is available for download from LSI Logic's Web site and is also being phased into distributor kits. MyStorage 2.0 works with LSI Logic's FC (Fibre Channel) HBAs (host bus adapters). The improved version lets administrators locally or remotely coordinate LSI FC HBAs and has a point-and-click interface to observe FC connections and devices, upgrade firmware, and log health and diagnostic summaries. Currently the Software supports Windows Server 2000 and 2003, Red Hat Linux 3.0, and SuSe Linux 8.0. LSI Logic also provides links for easy access to software upgrades.

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■ **nLayers** introduced nLayers InSight 2.0, an agentless appliance that uncovers ways to reduce IT costs by optimizing resource allocation within the application infrastructure. The product tracks application relationships, dependencies, usage, and demand over time and transforms this data into information that IT executives can use to implement a range of strategic initiatives. The device itself is a self-contained appliance that connects directly into an IT infrastructure and can be deployed in about 60 minutes.

STORAGE

■ **ADIC** has introduced the SDLT 600 DLTtape drive. The Scalar i2000 will provide improved automated services, such as diagnostics and on-screen alerts that provide advanced notice before the SDLT 600 fails. The ADIC Scalar 24 and i2000 will be the first products to carry the SDLT 600 drives. The Scalar 24 is an entry-level product that is upgradeable to enterprise status with SAN support. It comes with one or two SLDT 600 drives and 21 tape cartridges. The i2000 is based on the iPlatform architecture. It comes with as many as 48 SDLT 600 drives and 1,395 tape cartridges.

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■ **American Megatrends** has announced the availability of StorTrends iTX. The storage software provides both block-based and file-based storage on the same Ethernet interface. StorTrends iTX initiates an iSCSI-based solution for a block-based IP storage provider or acts as a NAS file server that supports heterogeneous protocols such as CIFS, AFP, NFS, and NCP. As a result, StorTrends iTX users can realize the benefits of both block-based IP-SAN and file-based NAS. Other features include a unified LAN and SAN infrastructure and a Web-based management interface.

ManageTrends, a storage management suite, is the second new storage solution introduced by the company. ManageTrends discovers and manages both StorTrends iTX systems, as well as other American Megatrends devices. The suite is a .NET-based management suite that examines and tracks enterprise-wide storage use. With ManageTrends, an IT admin can manage several StorTrends iTX servers with a single Web-based GUI.

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■ **ATTO Technology** released the ATTO iPBridge 1500E and 1500D, which are iSCSI-to-SCSI bridges for attaching existing storage devices to an Ethernet network. The iPBridge 1500E/D supports Microsoft's iSCSI software initiator, the IETF V1.0 iSCSI specification, and several other third-party software and hardware products. Customers with the ATTO iPBridge 1500E/D can make existing direct-attached SCSI storage devices available to multiple servers and use standard 10/100 and Gigabit Ethernet protocols.

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■ **CNT** introduced the UltraNet Multi-service Director (UMD)-16, which is a SAN Director product. The UMD-16 features a 5Tb backplane, the ability to scale to 512 ports at 4Gbps speed, and support for up to 256 nonblocking ports of FICON and/or Fibre Channel. The UMD-16 is also a platform for virtualization and data replication services. The UMD-16 is available through IBM and IBM Business Partners.

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■ **CreekPath** is combining its Storage Operations Management products, the CreekPath Suite version 3.2, and the company's delivery and deployment methods to offer the Path to Value package. The package provides customers with the tools and advice to fully manage and monitor the storage supply chain. CreekPath Suite 3.2 features discovery, visualization, monitoring, and reporting on Sybase databases, as well as SAN Network Management, SRM, Storage Performance Management, Storage Service Management, Data/Storage Security Management, Backup Operations Management, and Database Operations Management.

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Patch Work

Before You Buy, Know About Software & Firmware Management

by Elizabeth Millard

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IT SEEMS THAT SOFTWARE VENDOR discussions get longer all the time. Not only does a company have to ask about compatibility and upgrade cycles, but now security concerns have thrown patch management into the mix, as well.

Although the topic extends research and conversation time, it's worth chatting about. In a small business advisory note, security firm Symantec noted: "Inadequate patching of software vulnerabilities exposes small businesses to significant risk." The company added that to stay on top of the situation, it's necessary to tap multiple sources of information and follow consistent patch management procedures.

FOCUS

There are two types of patching that can be done: manual, in which an IT department downloads patches and implements them for each piece of software; and automatic, in which patching software such as the BigFix Patch Manager or PatchLink Update finds appropriate patches, does the work, and reports the results. For both types, it's important to talk with vendors about security, interoperability, and other issues to make sure that patch management is tailored for the company, saving time and money in the long run.

Aye, Patch

If a company uses a small amount of software applications, manual patching is often preferred over buying a heavy-duty automatic product. In these situations, it's usually Microsoft Windows patches that are implemented, along with patches from smaller companies. Microsoft puts out its hotfixes on a regular basis, making scheduling fairly easy, but with other vendors, companies will want to get more extensive information on scheduling, reliability, and other details.

"You're not just talking about products and technology; you're finding out who they have in place to talk about policies and support," says Jason Chan, principal security architect at security firm @stake. He recommends having an extended conversation with vendors about systems and applications to make sure that their patches will work properly.



"Ask if the solution can be used to patch all systems regardless of platforms," he says. "Also, be aware of all the applications being used." Chan notes that graphic designers might need Flash updates, or the accounting department could have downloaded freeware that needs to be checked. Before implementing a solid patch management strategy, it's imperative to know every program that's running on the system.

Jeff Graham, product manager at St. Bernard Software, notes that in addition to tracking applications, all machines should be on reports, as well. "An inventory has to be created for patching purposes," he says. "You can't patch what you don't know you have."

For companies that have only Windows applications, it seems that patching would be easier: Just jump onto the Microsoft site the second Tuesday of every month, go through a few clicks, and you're done. But Robert Shimonski, network manager at

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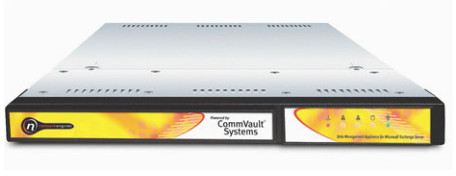
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PRODUCT RELEASES

Continued from Page 9

■ **LaCie** launched the new d2 Hard Drive Extreme, which sports LaCie's Triple Interface. The external drive series includes 7,200rpm drives that have 8MB buffers and capacities up to 250GB. The external drives include FireWire 400 and 800 and USB 2.0 and don't require drivers or software. They are compatible with Kensington locks and Win2000/XP and Mac OS 9x and OS X. The drives include a 9-to-9-pin FireWire 800 cable, a 6-to-6-pin FireWire 400 cable, a 6-to-4-pin iLink/DV cable (which attaches to the FireWire 400 port), and a USB 2.0 cable. LaCie offers a 19-inch rackmount for $49 and a FireWire 800 PCI card for $69. The 160GB, 200GB, and 250GB drives are available for $199, $249, and $279, respectively.

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■ **LG Electronics** launched the GSA-4160B, an improved version of its Super-Multi Drive. The new optical drive boasts a number of upgrades over previous versions, such as 16X write speed and the ability to read and write all formats of blank, recordable DVD media (DVD±R and DVD-RAM). The GSA-4160B is also equipped with double layer writing technology, allowing users to store up to 8.5GB on appropriate media. LG expects a $99 estimated street price, and the GSA-4160B comes with a one-year warranty. System integrators can also purchase the GSA-4160B in a white box version.

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■ **QLogic** has announced new products aimed at Microsoft DPS (Data Protection Server) customers. The company's new SANblade Fibre Channel Host Bus Adapters let DPS connect to a SAN. SANbox Fibre Channel Switches let DPS interface with storage systems from popular OEMs including HP, Dell, EMC, Sun, and IBM.

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■ The new SC-4415 is a virtual SAN in **Winchester Systems'** FlashDisk OpenRAID SC-4400 Series. Supporting up to five heterogeneous hosts with 4.8TB of storage, the SC-4415 can be expanded to 9.6TB with the addition of a 3U expansion shelf.

• • • • •

■ **Sun Microsystems** announced several new storage solutions at various price points. The Sun StorEdge 6920 is a midrange storage system, which beats similar IBM and HP systems by over 35%. The Sun StorEdge 9990 is a high-end enterprise storage system that features next-generation architecture. The Sun StorEdge 5210, a NAS device, can be set up in under 15 minutes and has heterogeneous OS platform support. Sun also announced improvements to its file system software, StorEdge SAM-FS/QFS, and the Sun Content Infrastructure System, a new solution designed to be a completely assembled data management system, including server, storage, and software.

TELEPHONY & VOIP

■ **AT&T** introduced a VoIP Innovation and Interoperability Program. AT&T is working with silicon providers, equipment designers, and top IP PBX and VoIP infrastructure providers to ensure that AT&T's proprietary specifications and VoIP services work with emerging VoIP products and technologies.

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■ **Eicon Networks** announced Diva Server SoftIP 1.0, which lets Diva Server work with IP telephony environments and hardware, such as IP Phones, and supports T.38 standard FoIP (Fax Over IP). The CAPI or Diva Server API-based application supports call hold, transfer, and conference features. The software is compatible with analog, ISDN BRI and PRI, E1, and T1 Diva Server telephony adapters and supports up to 240 concurrent FoIP or VoIP connections. Eicon offers several Diva Server SoftIP 1.0 options, including the Base Installation Kit (316-028), SW-License Telephony (H.323) per channel (M01-028), SW-License Fax (including Telephony; M02-028), and SW-License Fax Upgrade (M05-028).

WORKSTATIONS & DESKTOPS

■ The new ClientPro 414 All-In-One from **MPC** integrated a PC system and LCD into a single model that conserves desk space. The new model uses Intel's new 915G chipset to provide integrated video along with support for PCI Express. A dedicated PCI Express video slot lets you replace the integrated video with a dedicated video card with as much as 256MB of video memory. The system itself accommodates up to 2GB of DDR533 memory, includes Intel's new High Definition Audio, and has integrated Gigabit Ethernet. The ClientPro 414 includes six USB 2.0 ports, support for dual optical drives, and can even double as a TV.

Downtime Liability Alert

Assess Your Risks & Plan For Contingencies



by Bruce Gain

• • •

FOCUS

THE SYSTEM GOES DOWN HARD, and your enterprise's operations come to a standstill. Phone and Web orders cannot be processed. In the shipping department, your company is paying union truck drivers their hourly wages to sit in empty trucks, drinking coffee and eating donuts while they wait to deliver your company's goods.

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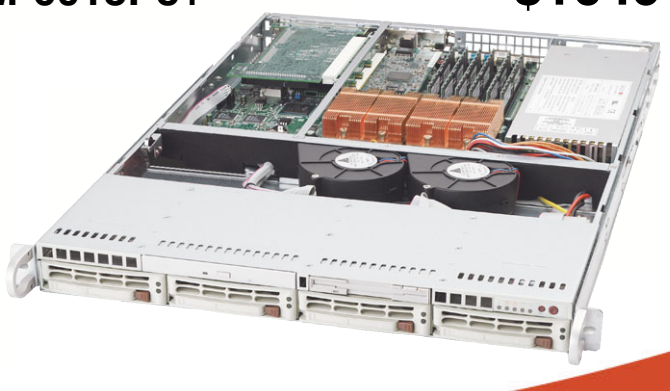
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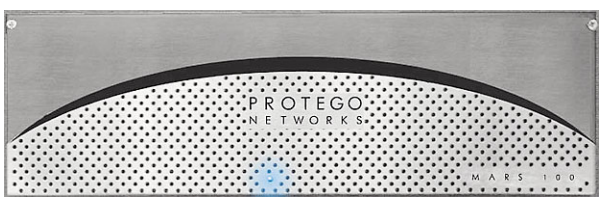


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Patch Work

Continued from Page 9

Danaher Motion, a manufacturer of motion control products and systems, cautions against the approach: "For any environment that blindly follows deploying all Microsoft technology across the board, if you don't invest in patch management, you will suffer from downtime eventually from not having it."

Getting Automatic

To streamline patch management, many companies have turned to automatic patching. Microsoft offers a product, the Microsoft Software Update Services, that does basic patch distribution control and network bandwidth optimization.

Even with these products, though, vendor conversations should be just as detailed. For example, the Microsoft services product will update Windows platforms but, not surprisingly, won't update applications running on Linux, Mac OS X, or Unix.

Chan says that in general, once companies have found a vendor that does automatic patching the way they like, a sigh of relief follows. "Automatic patching tends to be more reliable, as long as you test," he says. "It's similar to other kinds of technology: The more you can remove the chances of human error, the better."

Other automatic testing tools include Citadel Hercules, Configuresoft Patch Management, LANDesk Patch Manager, and Shavlik HFNetChkPro.

Testing, Testing

With both manual and automatic patching, once a patch management strategy has been chosen and implemented, Graham notes that there are two crucial tactics for making sure patching is done right: testing and reporting.

Rather than roll new patches out to an entire system, Graham recommends that companies test each patch on a representative system. Because of schedule constraints, smaller companies sometimes skip this, but a bad fix could bring down a company's whole system. "Sometimes, people employ a patch, and it makes machines nonfunctional," says Graham. "So, it's best practice to test them on a characteristic set of machines."

Reporting is also vital. Automatic patch programs have built-in reporting, and it's something IT managers need to read. When doing manual patching, keeping track of what's been installed and when is simply good system management.

"You need to see how well you're doing with respect to your IT policy," says Graham. Frequent report checks can give a company a sense of where it is in the patching process.

In a time of security concerns with every application at risk and systems opened to networks teeming with nasty electronic bugs, patching is imperative if a company wants to stay fit. By developing a concrete plan that includes talking with vendors, testing patches, and keeping track of the results, IT departments can keep their companies healthy and happy.

What To Ask

When chatting with vendors about patch management, be sure to ask the right questions:

1. How often do you release patches?
2. What's the procedure for downloading and implementing the patches?
3. Have you had any reported software conflicts with commonly used applications?
4. Do the patches work across multiple platforms?
5. How is reporting done? Is there a built-in report generator?
6. How do you respond to vulnerability reports?
7. For more complex patching, do you provide training?
8. What type of system should I be using to test the patches?
9. How much bandwidth will the patching process take, and for how long?
10. What should I do if a patch has negatively affected my systems or applications? What kind of support is in place if that happens?

Guaranteed Server Recovery

Continued from Page 8

management of the need for redundancy as well. "Never underestimate how important it is to have your plan understood by the financial arm of the organization. Redundancy is easy to sell, easy to get right at the micro level (i.e. multiple power supplies, multiple hard drives, etc.) and has a long, good track record."

Following the tips and guidelines from Ontrack Data Recovery (see the "Critical Tips For Successful Server Recoveries" sidebar) will go a long way toward helping you maintain your data and prevent data loss. In the event that a server does crash, it is often faster, easier, and even cheaper to bring a backup server online rather than struggling to restore the crashed server.

In the event that a server does crash, it is often faster, easier, and even cheaper to bring a backup server online rather than struggling to restore the crashed server.

Time Is Money

Although the primary goal is to simply ensure no data is lost and get the data restored when a disaster occurs, a close second is to do it quickly. To speed up the recovery and restoration process, Hope recommends the following. "A solution I have seen working in some IT shops is to just take images of server boot disks using something like Ghost. It's faster to restore a straight copy of the hard disk in a streaming byte-by-byte mode than it is to use something that is file system-aware like a backup/restore system." He adds that a disk image is not practical for incremental backups but that using an image of a known-good server can significantly accelerate the recovery time.

Reinert also touts Ontrack's Remote Data Recovery (RDR) service. "RDR is a terrific option for those mission-critical situations that need to be fixed very quickly. It is the most appropriate in cases when each hour of downtime equates to millions of lost dollars." He continues, "Compared to in-lab recovery solutions or attempting to restore and rebuild from backups (not only timely, but often unsuccessful), which typically take two to five days for a recovery, RDR service is significantly faster (often completed in mere hours), more convenient, and the most-effective solution available, costing less than 1% of the cost of downtime per hour."

Other data recovery firms offer similar services. CBL Data Recovery Technologies provides a remote online data recovery service. A CBL remote data recovery specialist will assess the recovery process and provide a quote, and the data can be restored in as little as 24 hours. LiveVault offers automated, continuous online backup with a 24/7 operations center and guaranteed data restoration.

Data and time both equate to money in today's high-speed business world. Losing either could amount to millions of dollars of revenue. It is important to do an honest risk assessment to determine the value of the data you are protecting so that you don't spend more protecting it than it is worth to begin with. But, the time and money invested in developing and implementing a solid backup recovery plan is well worth it.

Critical Tips For Successful Server Recoveries

Ontrack offers the following tips to increase the chances of a successful recovery.

- Use a volume defragmenter regularly. A defragmenter moves the pieces of each file or folder to one location on the volume, so that each occupies a single, contiguous space on the disk drive. This helps improve the quality of recovery, making files and folders easier for data recovery specialists to locate. Do not run defragmenter utilities on suspected bad drives. If drives are bad, this could have damaging effects.
- Perform a valid backup before making hardware or software changes.
- If a drive is making unusual mechanical noises, turn it off immediately and get assistance from your data recovery company.
- Before removing drives, label the drives with their original position and RAID array.
- Never restore data to the server that has lost the data. Always restore to a separate server or alternate location.
- In Microsoft Exchange or SQL failures, never try to repair the original Information Store or database files. Make a copy and perform recovery operations on the copy.
- When replacing drives on RAID systems, never replace a failed drive with a drive that was part of a previous RAID system. Always zero out the replacement drive before using.
- In a power loss situation with a RAID array, if the file system looks suspicious, is unmountable, or the data is inaccessible after power is restored, do not run volume repair utilities. Do not run volume repair utilities on suspected bad drives.

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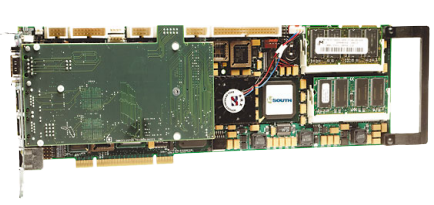
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The Role Of Downtime In Your TCO

Continued from Page 6

Starting from easiest to hardest, the first is to read what the analysts are saying. In the media-driven atmosphere of IT, it is sometimes hard to remember that analysts aren't just talking heads in the endless streams of articles you read.

It is their job to examine things such as cost of downtime and TCO for products on the market. Their numerical roundups of these costs are based on hundreds of case studies examined by professionals with advanced statistical backgrounds.

For example, in February, Techwise Research released a thorough report of the TCO of several configurations of cluster servers. In it, the report finds that average downtime for these systems represents more than 50% of their TCO. It also finds that the Sun Solaris systems that would have the lowest TCO without downtime costs would be outmatched by HP OpenVMS systems once downtime is considered. Techwise uses specific and detailed numbers throughout, offering a thorough report that is free of charge for the enterprising IT staff members willing to seek it out.

Similarly, another quick and dirty way to get your hands on numbers is to ask the vendors themselves. Many offer TCO analysis free of charge, but at the very least they should have some kind of performance benchmarks available for your review. These numbers should obviously be taken with a grain of salt, but they shouldn't be dismissed offhand.

They can be a very good tool for estimating your company's exposure to downtime with the potential product, says Janet White of Info-Tech Research.

If you truly want to be thorough about estimating your exposure, you'll need to estimate how much downtime will cost for your organization specifically.

(*Disclosure: Info-Tech analysts write a twice-monthly column for* Processor.)

"Use them as a ballpark estimate," White says, explaining that the key is to use these figures as a starting point. The important thing is to be sure that these ready-made analyses reasonably account for downtime in their estimates.

Ask All The Right Questions

Next up in order of difficulty is a little investigative work. It is not enough to just be content with the observations of vendors and analysts. You must also do some of the digging yourself.

"If you are a serious buyer, your vendor will give you a client list," White says. "But it is not good enough to just have the list. You actually have to call the people on the list."

White says that all too frequently, customers are mollified by simply receiving the vendor's reference list. They figure that if the vendor believes in itself enough to let them have the contact information, its products and services must be trustworthy.

But you might be surprised to hear what some of these folks might have to say about the potential bill of goods.

"A lot will be paid references," White says, "but they are generally still quite honest."

If you feel they are still not being objective enough, there are other ways to get the good dirt. Just be resourceful, White says. And don't be content just asking whether the vendor's product has bugs that lead to downtime. Also get the skinny on how well these companies handle these problems when they do show up.

"Going onto newsgroups is probably the best thing you can do," she says. "Talk to other people who are already using the product about how good a vendor is at resolving problems."

Once you have a few independent brains to pick, it is critical to ask the appropriate questions. White suggests a line of questioning that is direct and to the point. Most important is to first ask how many instances of downtime they have had and what the root causes of these problems were. Next, it is vital to see how responsive the vendor was in these cases.

"Ask how many help tickets they had to submit before getting an acknowledgement answer and how many hours or days it took to get the issue resolved," White suggests, adding that the final line of questioning should have you asking for any other kind of anecdotal information that tells you a little bit more about how this vendor operates.

Come Up With Your Own Figures

Once the background research and investigation has been done, it is time to hit the hard stuff. If you truly want to be thorough about estimating your exposure, you'll need to estimate how much downtime will cost for your organization specifically.

How exact these figures will be depends on how much time you have to estimate these numbers and how much you have to lose if you don't do the analysis. Some businesses may go so far as to perform a Business Impact Analysis.

According to Computer Network Technology, "a BIA takes a snapshot of your organization that spells out and quantifies the probable consequences of various disruptions."

Once you have the specific downtime cost per hour for your organization, it is time to multiply this by the estimated downtimes given by vendor and analyst benchmarks and by those trusty customers that you have already interviewed. This should give you the closest possible figure that will estimate your actual downtime costs and allow you to determine whether your organization can afford to put the product in place.

Downtime Happens

No matter how much preparation your department undertakes, though, there is no way to completely avoid downtime. Even the best products have problems.

However, if you have done your homework right, you will have picked a vendor that is sensitive to your needs and willing to work quickly with you to get back up and running before its system breaks your bank.

To minimize the downtime once it happens, it is critical to have data redundancies in place. It also helps to have proper IT policies and tested downtime plans so that when your systems do fail (and they will), you know exactly whom to contact and how to act without losing more time to panic and chaos. P

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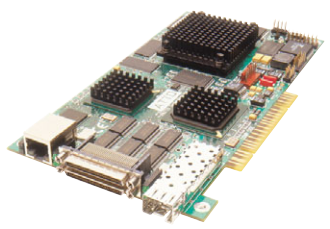
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What If Your Data Center Were All Fired Up?

Heat-Resistant Wireless Glass Comes To The Rescue

by Chris A. MacKinnon

• • •

DISASTER IS A NASTY WORD in any IT environment. Many companies could testify how hindsight is 20/20 when it comes to earthquakes or violent electrical storms and such. But what about fires? Without proper protection, any data center will eventually melt under voracious flames. Some data centers use wired glass as added fire protection along with fire suppression systems. Now, companies such as Technical Glass Products and VetroTech are manufacturing and marketing clear, wireless, fireproof glass that can withstand intense heat for up to two hours. This new fireproof glass allows clear visibility into and out of the data center, while maintaining a nonflammable environment inside the data center.

This new type of glass effectively provides a transparent fire wall and rated protection against heat, flame, smoke, and hot gases. The new technology just might be the answer for companies that want to protect their data center equipment from an outside fire yet still allow for security and visibility. Technical Glass Products, in partnership with Pilkington, offers a full range of properties traditionally associated with glass: primarily natural lighting and transparency, along with options to reduce building heat loss and provide decoration, impact safety, security protection, and acoustic insulation. In the data center's case, Technical Glass Products provides protection against the spread of fire and limitation of fire damage.



Fire-rated, wireless glass is a new option for data centers looking for heat and impact protection from the outside. New glass products have already pushed the two-hour fire-rating limit.

Technical Glass Products

Devin Bowman, territory manager for Technical Glass Products, says the benefits of the company's fireproof glass are many. "We have two heat resistive products for the data center. The first, a ceramic type of glass called FireLite, which is highly resistive to heat, and Pilkington Pyrostop, which is essentially rated as a fire wall. What a data center needs depends on a few essentials, the size of the opening being one and visibility being another. If, for example, a data center needed a 25-foot span of fireproof glass, Pyrostop will do that. Pyrostop will also provide complete visibility. But if a data center required a mix of wall construction with glass and frames, then FireLite ceramic would be in order."

Pyrostop is fire-rated for up to 120 minutes, currently the longest time period for this type of technology. Pyrostop glass also blocks intense levels of heat. For example, during standard Pyrostop testing, researchers could comfortably touch the surface of the glass on the nonfire side, while the inner fire surface of the glass was exposed to flames with temperatures as high as 1,832 degrees Fahrenheit. When Pyrostop glass is exposed to fire, the pane facing the flames fractures but remains in place and the inner layers of glass consecutively foam up to form a thick, opaque, insulating shield, totally blocking the heat of the blaze.

Bowman believes that fireproof glass, particularly Pyrostop, would be a perfect fit for the small to medium-sized data center. "Pyrostop glass meets today's current stringent building codes. Plus, our fireproof glass has the appearance of having normal construction, whereas older glass technology, such as wired glass, has a more institutional look." He adds, "Pyrostop is the product to use wherever a complete, physically robust fire protection shield is a necessity. Our technology provides the high quality through vision and high quality natural lighting that is typical of normal glazing." Pyrostop weighs approximately 21 pounds per square inch and lets as much as 78% of natural daylight through.

What To Expect

After all these plusses, Bowman says the ticket on this technology is also attractive. "As far as Technical Glass is concerned,

Go to Page 20, Column 1

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InfiniBand Database Kit
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Voltaire InfiniBand Database Kit enables IT managers to move their IBM DB2 or Oracle database applications from expensive high-end servers to low-cost commodity server clusters while maintaining superior application performance
• Voltaire ISR 6000 InfiniBand Switch Router
• Software
• 4X InfiniBand adapters & cables

Voltaire

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Bedford, MA 01730
Phone: (800) 865-8247
Fax: (781) 276-1561
WEB SITE: www.voltaire.com
EMAIL: info@voltaire.com

InfiniBand Switch Router
Virtual Booth 3707 • Virtual Product 1298



The **Voltaire ISR 9024** is a high-performance, low-latency, fully non-blocking InfiniBand switch that is ideal for high-performance computing clusters & distributed databases.
• 1U form factor with 24 4X (10Gbps) InfiniBand ports
• Available bandwidth of 480Gbps
• High availability design
• Reduces TCO for clusters

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InfiniBand Switch System
Virtual Booth 3735 • Virtual Product 1651

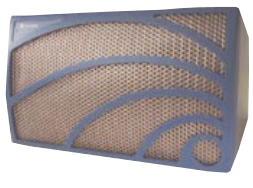


MTS2400 - 24-Port Modular InfiniBand Switch System
Industry-leading InfiniBand Switch systems are based on Mellanox InfiniScale & InfiniScale III switch silicon & offers support for both 10 & 30 Gbps ports in flexible configurations. Offers significant price performance advantages over Ethernet switches as well as other more expensive proprietary networks.

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EMAIL: info@mellanox.com

Infiniband Switch
Virtual Booth 3848 • Virtual Product 1641



Topspin 270
Provides the industry's only InfiniBand switch designed to maximize reliability, availability, and serviceability. With fully redundant, hot-pluggable components and hitless failover, the Topspin 270 provides a director-class 96-port 4x or 32-port 12X switch for building scalable, highly available clusters.

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WEB SITE: www.topspin.com

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SCSI-To-FC Router
Virtual Booth 3631 • Virtual Product 1173

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Tape Library-To-FC Router
Virtual Booth 3631 • Virtual Product 1174



10000 Storage Router: SCSI Tape Library to FC SAN
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- 4 to 12 SCSI Buses (HVD or LVD/SE)
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- Serial and Ethernet Management Ports
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- Supports Consolidation of SCSI & FC Storage

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Switched Computing
Virtual Booth 3848 • Virtual Product 1642



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iSCSI-To-SCSI Bridge
Virtual Booth 3814 • Virtual Product 1663



ATTO iPBridge™ iSCSI-to-SCSI Bridge products allow users to attach a SCSI tape library SCSI disk array or magneto-optical (MO) storage systems to IP networks. This enables users to leverage their existing Ethernet network and increase storage utilization for a cost-effective networked storage solution. ATTO iPBridge products are available in three versatile form factors for ease of integration.

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Ultra320/HVD SCSI Cnvtr
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EMAIL: scsi@paralan.com

ESCON® to Bus/Tag Converter
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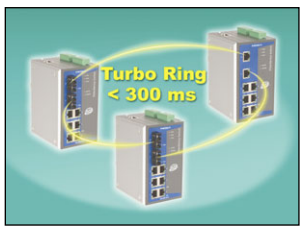


Optica Technologies 34600 FXBT Converter provides attachment of legacy bus/tag peripherals to an ESCON FX fiber optic channel directly or through an ESCON Director. The converter operates by converting the peripheral's electrical interface signals into light pulses for transmission to the fiber optic channel. Fully IBM 9034 compatible. *ESCON is a registered trademark of IBM Corporation.*

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Secure Ethernet Switch
Virtual Booth 3789 • Virtual Product 1781



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Gigabit Managed Switch
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The GigaBrick 2600 is the perfect solution to allow your network to achieve Gigabit speeds. With state-of-the-art technologies such as 2 Gigabit ports, VLAN, QoS, Port Mirroring, Flow Control and Web traffic management, the GigaBrick 2600 is the perfect investment for your future needs.

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GBIC Modules
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Telephony Appliance
Virtual Booth 4038 • Virtual Product 1978



Ideal for medium to large enterprise locations the EdgeMarc 5300 includes 1 x 10/100/1000 Ethernet LAN interface and 1 x 10/100/1000 Ethernet WAN interface. It replaces multiple standalone systems by integrating a VoIP application layer gateway to resolve NAT/Firewall traversal issues, VoIP survivability, network security, call quality monitoring and QoS

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Phone: (408) 351-7200 **Fax: (408) 727-6430**
WEB SITE: www.edgewaternetworks.com EMAIL:Sales@edgewaternetworks.com

Telephony Appliance
Virtual Booth 4038 • Virtual Product 1977



Ideal for small to medium enterprise locations the 4300T includes a T1 CSU/DSU WAN interface, 4 x 10/100 Mbps LAN interfaces and a crypto co-processor for VPN applications. It replaces multiple systems by integrating IP routing, a VoIP application layer gateway to resolve NAT/Firewall traversal issues, VoIP survivability, network security, call quality monitoring and QoS.

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Voice/Fax Over IP Gateways
Virtual Booth 29 • Virtual Product 1761

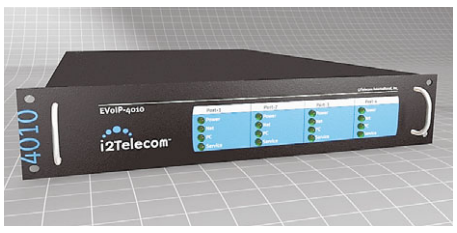


Multi-Tech MultiVOIP gateways provide toll-free voice and fax communications over the Internet or Intranet. The MultiVOIP family of analog and digital models ranging from one to 60 ports, connect directly to phones, fax machines, key systems, PSTN lines or a PBX to provide real-time, toll-quality voice connections to any office on a VOIP network. MultiVOIP is designed to help maximize investments in the existing data and voice network infrastructure.

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Four-Channel VoIP Gateway
Virtual Booth 3987 • Virtual Product 1920



EVoIP-4010 is a four-channel VoIP gateway in a rack-mountable enclosure. Once installed, the EVoIP-4010 provides IP trunking to remote offices or local and long-distance communications via VoIP. It includes new features such as an integrated hub for easier integration and connection to IT and phone networks and support for 110V and 220V systems in a single unit.

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VoIP Systems
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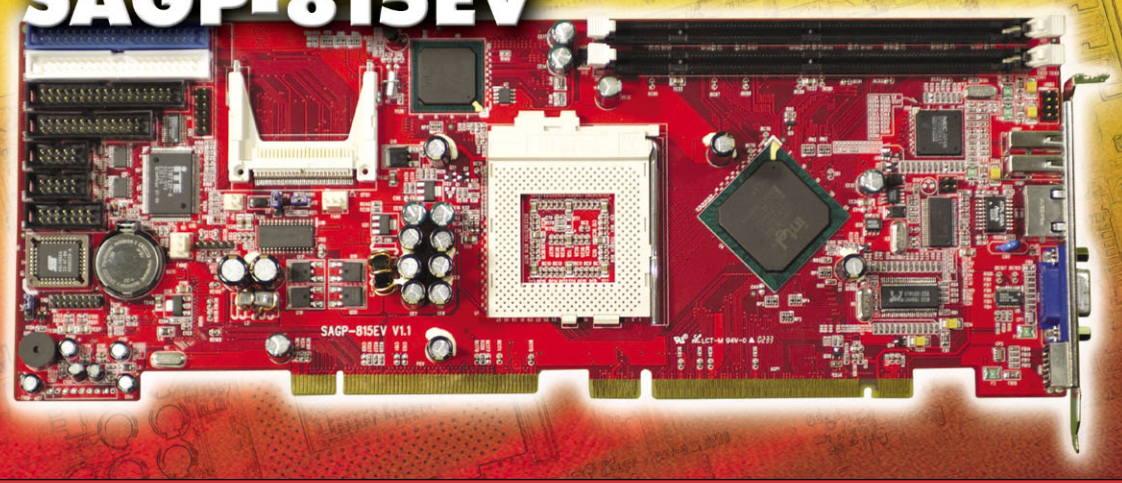
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Last Mile Connectivity
Virtual Booth 3942 • Virtual Product 1835

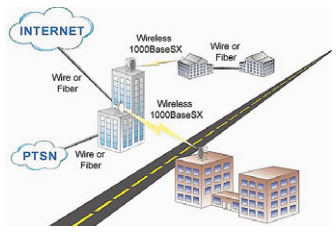


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WLAN Access Point
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BeaconPoint™ dual band-access points provide radio frequency[RF] coverage anywhere that wireless service is required on the BeaconWorks™ wireless network. BeaconPoint's plug-&-play technology greatly simplifies the installation process, simply plug it into the network and it automatically discovers the appropriate BeaconMasters wireless router and is automatically added to the network.

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What If Your Data Center Were All Fired Up?

Continued from Page 16

depending on design condition requirements, data centers should expect to pay anywhere from $30 to $200 per square foot." This would seem a reasonable investment if one considered the value of equipment and data protection. Technical Glass Products is not alone in this industry either. Bowman says TGP's closet competitors include VetroTech (an emerging company in the fireproof glass industry) and O'Keeffe's (makers of a thick gel-filled glass).

If your data center is considering fireproof or fire-rated glass, there are a few features that shouldn't be overlooked. Make sure that the glass provides protection against both radiant and conductive heat transfers. Look for glass that is fire-rated for as long as two hours and has been hose stream tested (subjected to water from a fire hose to gauge the ability of the glass to withstand thermal shock). Glass that is tempered to meet ANSI Z97.1 and CPSC 16/CFR 1201 (Category I and II) is also ideal.

Imagine a fire so intense that it melted and incinerated everything in its path. Now, imagine your data center equipment in the middle of it all. For companies looking to protect their data center equipment from fire and flames, clear glass is your new and improved option. Who would have ever thought that glass would help protect a business' most valuable commodity?

Available Glass Products

Although fire-rated glass has been on the market for a short while, there are already a number of manufacturers competing under the same umbrella. Here are a few of the more predominant companies, along with their flagship offerings.

COMPANY	FEATURES
SAFTI (a division of O'Keeffe's) SuperLite II-XL (415) 822-4222 www.safti.com	Fire-rated glazing glass with a positive pressure fire rating of 120 minutes. Tempered to meet CPSC 16 CFR 1201 Cat. II and ANSI Z97.1
Technical Glass Products Pilkington Pyrostop (800) 426-0279 www.fireglass.com	A fire-rated glass for blocking heat and protecting valuables from fire. Isolates the fire and protects the non-fire side from the blaze. Also creates a barrier against smoke and hot gases.
InterEdge Technologies Pyrobel-120-52 (877) 376-3343 www.firesafe-glass.com	A clear 52mm glazing rated at 120 minutes with hose stream. Also impact-rated for all hazardous areas.
Vetrotech Saint Gobain SGG Contraflam 120-N2 www.vetrotech.com/us/eng	A multilaminated and fully insulating fire-resisting glass. A barrier against smoke, flames, and hot toxic gases for in excess of 120 minutes.

Downtime Liability Alert

Continued from Page 10

ultimately responsible for the network failure.

This scenario, while scary, is also indicative of very real risks many enterprises face. Among the many responsibilities and concerns IT managers already shoulder on a daily basis, third-party liability risks deserve careful attention. A systematic approach to risk assessment of liability issues can help network managers protect themselves against customers or other third parties that could hold their enterprise liable due to a systems failure.

Liability Assessment

For any liability to exist, regardless of the enterprise, there must be a quantifiable loss for which a third-party customer might have a legal cause of action. The loss could be due to negligence, a violation of a contract, or lack of due diligence on the IT admin's part that could have averted or prevented a systems failure, says Richard Rushing, CTO of software security firm AirDefense.

"Businesses affected the most are enterprises that have services and systems that are processing in real-time," Rushing says.

First, a company must identify potential losses for which a customer could file a legal claim due to downtime. "What kinds of service levels are being offered to which constituencies, and are they in business terms, such as batch EDI transactions between 4 a.m. and 6 a.m., or in terms of bits and bytes, such as 99.99% network availability?" says Governor James, analyst for RedMonk. "The critical question is, what is the business impact?"

The potential impact of a system failure on your customers' businesses varies, of course, according to the enterprise. A golf country club, for example, obviously has fewer concerns than an emergency medical supply company. Hosting companies and outsourcing service providers are probably the most exposed, says Rob Enderle, an analyst for the Enderle Group. "If [these types of service companies] have a failure, they can literally cause the client company to shut down," Enderle says.

Customers often operate on very small margins, and any revenue loss that may be caused by your system's downtime will immediately cut into their bottom line. Each instance of lost revenues for them, of course, is apparent and readily quantified, which thus must be potentially added to the amount of money your enterprise might have to pay.

In the case of Maersk Sealand, a multinational container-shipping company, a down system means that thousands of containers coming into a given port stop being loaded. For the company alone, internal costs total $100,000 per minute before the customer's monetary losses are even added in, says Steve Roberts, systems administrator for Maersk Sealand's site in La Porte, Texas. "If we shut down, many of our customers don't sell," he says. "It snowballs right on downhill."

Customers often operate on very small margins, and any revenue loss that may be caused by your system's downtime will immediately cut into their bottom line.

Don't Kill The Lawyers

A contract will outline your specific obligations to a customer and potential liabilities due to how your system's downtime prevented your company from fulfilling your contractual obligations. As first-year law school students learn, a contract largely binds you to take measures so that your customer is in the same position regardless of whether your system had gone down. For example, a server hosting company could potentially be bound by contract to subsidize a customer's revenue stream that was interrupted due to your enterprise's server hosting system failure.

Protecting your enterprise thus largely hinges on carefully scrutinizing the terms of a contract, which necessitates competent legal council. "Don't go cheap on your contracts and don't bend on the liability clauses. Pick your platforms carefully and make sure any platform decision, where possible, is shared by the client, which spreads the risk," Enderle says. "If they request something that is, in your opinion, risky, make sure they sign off on this risk in writing."

When The Worst Case Scenario Happens

So when an unplanned downtime or a breach occurs, what is the best course of action to take? Again, it is the obligation of the party in breach to take action so that the other party is in the same position as if the contract's terms had been met. But before contracts and legal actions even become an issue, your first mission must be to open the lines of communication and discuss exactly what went wrong.

"When there is a problem, there should be a notification process in place and it needs to be followed. If it is a critical problem, resources have to be brought in to address it regardless of vacations or other plans," Enderle says. "Contact needs to be maintained with the account with regularly placed status reports. After the problem is addressed, a plan of action should be communicated with the client showcasing how this problem will not reoccur."

The Steep Costs Of Downtime

Liability to third parties is but one of the many costs that arise due to systems going down. According to a white paper published by Sun Microsystems, 67% of companies that experience an IT infrastructure disaster that lasts more than two weeks go out of business within two years.

Average cost per hour of downtime:

- $28,000 in the shipping and transportation industry
- $6.4 million for brokerage houses

SOURCE: CONTINGENCY PLANNING ASSOCIATION RESEARCH

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How Secure Is Your Company's Info?

Continued from Page 1

professional and managed security services companies; a December 2003 Yankee Group report predicts revenues for managed and professional security services companies will grow from $1.5 billion in 2002 to $3.7 billion in 2008. It's clear that enterprises large and small are getting serious about protecting their vital information.

Setting Priorities

You know that the security of your business IT infrastructure is critical. But, with so many systems and applications to take care of, how do you know that you are focusing your efforts on what's truly important? Are you working hard on the wrong priorities and leaving important information unprotected?

The key to feeling confident that your security efforts are focused on the right problems is to prioritize your business IT assets and focus on the most critical ones first. Bruce Schneier, founder and CTO of Counterpane Internet Security, says there's nothing magical about computer information that makes it different from normal information. Businesses have always faced the risk of losing vital information. Deciding which servers are most necessary to protect is essentially the same as deciding which files to lock away in a safe: Both are business decisions.

Digital information should be scrutinized in the same manner as conventional information when you're setting priorities. Obviously, protecting the financial information stored in a company's business database is much more important than protecting everyone's Favorites folder. Identify the information assets you own and rank them in terms of importance to your business.

When determining the IT infrastructure assets that are most necessary to protect, think about the information they contain or generate. Focus on items such as intellectual property, financials, customer information, and competitive intelligence, to name a few. Once you determine the types of information that are truly important to your business, it's easy to figure out the infrastructure assets (such as hardware and applications) that should receive your fullest attention.

As you go through this process, ask yourself one question: What is the impact on my business if this information is lost or stolen? Remember, assets such as servers, storage, networking gear, and applications are easily replaced. It's the information they generate and store that is unique and vital to your business survival.

Assessing Vulnerabilities

Vulnerabilities weaken your IT infrastructure and make your business susceptible to digital attacks. But vulnerabilities are not exclusive to the digital world, nor are they shrouded in technical complexity. For example, is your employee screening process as thorough as it should be? Do your employees understand the importance of sensitive documents they handle daily? Are mobile employees neglecting to be cautious with portable company-issued equipment? Are your procedures for quickly severing all access to company resources for dismissed employees sufficient?

No amount of technology can make up for bad habits borne out of poor policies, unclear procedures, or insufficient training.

The problems listed above are not technical problems; they're personnel problems. Sure, you can use technology to lock down a laptop or protect sensitive documents, but no amount of technology can make up for bad habits borne out of poor policies, unclear procedures, or insufficient training. In short, security begins and ends with people.

So, to address these possible vulnerabilities, you must establish policies and procedures that guide employee behavior. For example, mobile employees should understand the value of the information contained in their portable devices and make every effort to ensure it is always protected. A policy or procedure addressing this issue could, for example, give mobile employees a list of tips to use while traveling.

In today's age of heightened security, prospective employees should be screened thoroughly before you hire them. Also, policies and procedures should make it clear to existing employees that passwords and other security measures should be taken seriously, especially if they are entrusted with sensitive business information. The most sophisticated technology can be easily defeated if employees rely on easy-to-decipher passwords for securing the information assets they manage. And when employees are dismissed or leave your business, make sure all access to company systems is quickly and efficiently terminated.

Of course, vulnerabilities in today's complex IT infrastructures are found every day. Discovering vulnerabilities and moving quickly to resolve them is not a trivial exercise. In an analyst report titled "Best Practices for Vulnerability Management," Yankee Group senior analyst Eric Ogren emphasizes that vulnerability mitigation programs should be prioritized according to the business importance of the network assets that need protection. In other words, patch or upgrade the most business critical systems first. For example, a server that hosts a SAP database should probably take priority over a server that hosts a departmental Web site.

But keep in mind that in today's complex networked environments, everything is interconnected. Neglecting to protect an "unimportant" system could thus wind up compromising your entire network's security.

Security: Beyond Technology

Schneier emphasizes that "information risks are just risks, like any other risk a business faces." The trick to managing business security, he says, is to mitigate the risk at a reasonable cost and accept the portion of the risk you can't mitigate. There is no magic technology bullet that will completely safeguard your organization's information. In the arms race between information thieves and businesses, an important key to winning the war is creating a culture where employees take information security seriously.

Four-Phase Approach To Security

In a white paper written for TruSecure, the Hurwitz Group proposes a four-phase approach to securing your information.

Phase 1

Identify
The first step in your security program is to identify what you have and what you need to protect.

Phase 2

Assess
This step involves testing of identified systems for vulnerabilities and prioritizing the correction of identified vulnerabilities.

Phase 3

Protect
This is when the security measures that will protect your assets will be implemented.

Phase 4

Assure
This phase is the "constant vigilance" part; information thieves never stop looking for new exploits, so you should never stop monitoring your systems for vulnerabilities and correcting those as they are found.

SOURCE: A PRACTICAL APPROACH TO A COMPREHENSIVE SECURITY PROGRAM, WHITE PAPER WRITTEN BY THE HURWITZ GROUP FOR TRUSECURE CORPORATION.

Third-Party Assessments

Various companies, such as TruSecure and @stake, help businesses assess their security vulnerabilities. Are their services worth it?

Counterpane's Schneier says for most small to medium-sized enterprises, third-party assessments are a waste of money. According to Schneier, securing your information just requires a few simple steps, so it isn't necessary for an SME to spend tens of thousands of dollars with a consultant to learn this information.

But outsourcing the security of an organization to experts dedicated to keeping up with this rapidly changing field is not a bad idea. Many companies sell security services designed to monitor and manage security for an enterprise's IT infrastructure. The advantage here is that the complex technical issues associated with today's IT security are handled by experts whose livelihood depends on keeping up-to-date. Remember, your livelihood depends on the successful operation of your business, whatever it may be. Why not leave security to the experts?

One thing's for sure: As the security landscape continues to change, the need for third-party services that can help organizations cope effectively with their security problems will only increase. Deciding whether to use a third-party organization to assess, monitor, and manage your information security depends on your own enterprise's comfort level with security, your budget, and the suite of services a third party brings to the table.

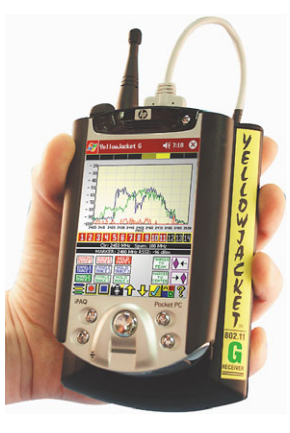
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PCI Expansion System
Virtual Booth 3744 • Virtual Product 1454

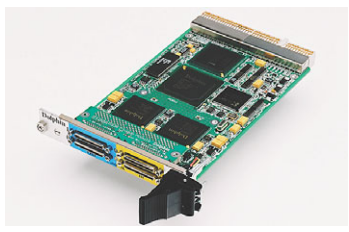


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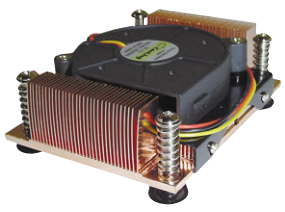
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USB-To-802.11b Adapter
Virtual Booth 3860 • Virtual Product 1675

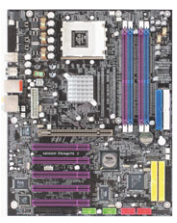


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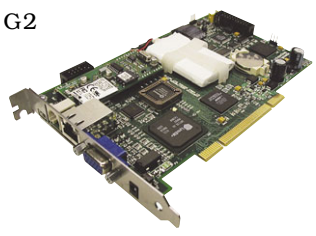
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Remote Server Management
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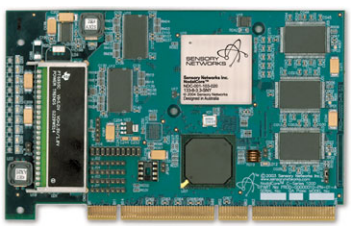


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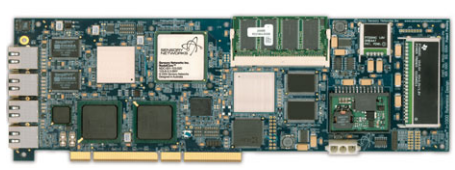
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Gigabit Intrusion Detection
Virtual Booth 3953 • Virtual Product 1862



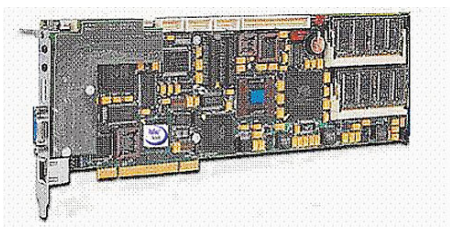
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Intrusion Prevention System
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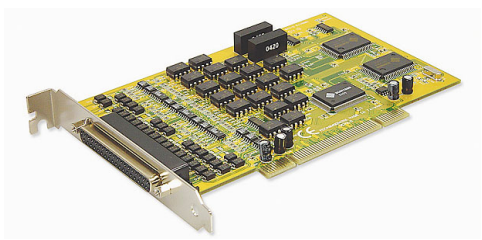
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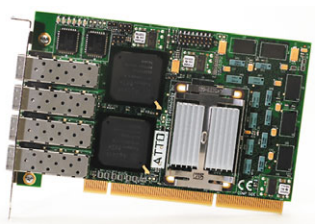


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OPINIONS
UPTIME

Developing A Custom Publishing Tool

In my last column, I discussed the different types of Web site updates and briefly mentioned some of the commercially available content management solutions. While some of these solutions are excellent products, none of them were exactly what we were looking for at WildTangent, so we decided to implement our own content management solution.

Requirements

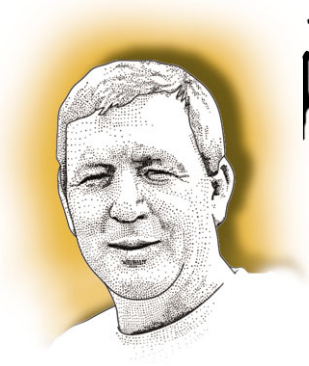
Why did we decide to implement our own solution instead of buying a commercial product? The short answer is that all of the solutions we looked at were too complicated and too expensive for our needs. We wanted a lightweight, reliable, and fast publishing solution that did exactly what we needed and nothing more. Our experience with Microsoft SiteServer convinced us that we did not want the complexity of a full workflow management solution.

The tool we ultimately developed, called CPS (Content Publishing Service), had several key requirements.

Reliability. Any solution we deployed had to be absolutely reliable. We had experienced problems in the past with SiteServer where publish jobs appeared to have completed successfully but actually had experienced failures. This created some unacceptable situations where some of the servers in our Web farm were running different versions of our applications.

To avoid this problem, CPS was designed so that all files were copied to a temporary staging folder on each target server before the site was updated. The actual update of the Web sites only begins after verifying that all files have been successfully copied. We had initially planned to use robocopy as the underlying copy mechanism, but it proved to be unreliable when run from a Web service, so we ended up writing our own "robust copy" routine.

Performance. One of the Web sites we manage at WildTangent has in excess of 300,000 files, and all of the Web sites run on multiple servers. We needed some means to optimize the copying of files so that



DANNY CECIL

Danny Cecil has 17 years of experience in product development and information technology at various companies, including HP and WildTangent. For the past few years, Cecil has managed data center operations and information technology for several Seattle companies. He is currently the director of IT and Operations for WildTangent, an online game publishing company in Redmond, Wash.

BIO NOTES

publish jobs didn't take an excessive amount of time. SiteServer did a file-by-file compare to see which files to publish, and this process sometimes took more than two hours. This led us to design a solution that didn't rely on a file-by-file compare over a WAN to determine the changed files.

Instead, we use the archive bit to develop a manifest of files to publish. This feature allowed us to reduce the time it takes to publish our Web site with 300,000+ files from more than two hours to less than 10 minutes. We had considered employing a midpoint server at our remote colocation facility to reduce the amount of file copying over our WAN link (this is how SiteServer worked); however, our file copy performance optimization was so successful that we decided to forgo the extra server and the additional complexity.

Functionality. We utilize both Windows and Linux servers at WildTangent, so we needed a content management solution that supported publishing to either platform. We also needed to be able to use the same solution for publishing either to production or to our testing or staging environments.

Security. We manage quite a few Web sites at WildTangent and thus have a number of different groups that need the ability to update their Web applications. We wanted an easy way to manage publishing permissions for these groups without creating accounts for them in our production domain.

This constraint led us to develop a Web publishing service directly in our office domain so that we could utilize our existing Active Directory infrastructure to control permissions. We created a special account in our production domain for publishing and configured CPS to publish under this user context.

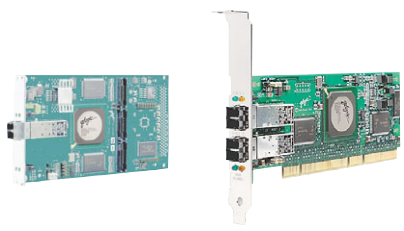
Usability. Last but not least, the solution needed to be easy to use. A lot of the users of this tool are not technically sophisticated, so we needed a point-and-click solution. We implemented a Web service with a simple UI that enumerates only the projects the user has permission to publish.

The actual publish process is as simple as copying some files, selecting a project from a list, and clicking Publish. We also added code to keep the user informed of the progress of the publish job, as well as a list of all the files published and a list of the target servers. We also implemented automatic email notification whenever a job is published to both the publisher and the Operations group. These last two features help ensure that both the publisher and the Operations group are aware of all publishing jobs.

This project ultimately took longer to implement than we expected. However, the results have exceeded our expectations. To date, we've published more than 1,000 updates using CPS with no problems. I should point out that I am very fortunate to have an exceptionally gifted programmer on my staff at WildTangent. If you decide to implement your own publishing solution, make sure that your staff is up to the challenge. Otherwise, you'll end up with frustrated employees and a lousy publishing tool.

Send your comments to danny@processor.com

Fibre Channel HBAs
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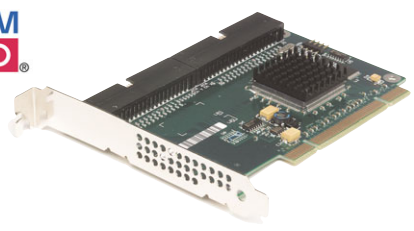


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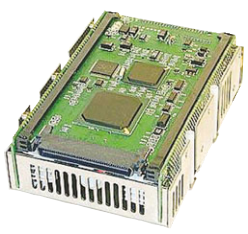
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OPINIONS
INFO-TECH • INSIGHT

The Pros & Cons Of Jakob Nielsen

Jakob Nielsen is a Web usability guru. In the late 1990s, he made a name for himself as the champion of minimalist design and Web site ease of use. As a guru, Nielsen mostly occupies himself sitting atop his mountain and handing out antiquated design advice to his enlightened congregation.

I for one am a heathen—a disbeliever of the Nielsen way. OK, to be fair, Nielsen does make some good points. Consider the following:

Usability is increasingly important in a knowledge economy. This is true. In a manufacturing economy, productivity gains are made through optimizing assembly line production. Similarly, in a knowledge economy, productivity gains come from adjusting human interfaces (i.e. by optimizing how well software maps to human thought processes).

Current Web site search engines are abhorrent. With the expanse of knowledge now available online, providing users with an efficient way of filtering content is of the utmost importance. Still, most companies have yet to grasp the value of easily retrievable information storage and intuitive front-end search interfaces.

Web design is an evolutionary process. Companies need to learn from previous Web initiatives before moving on with new ones. Failing to gather Web metrics and evaluate the success and failure of past initiatives could result in opportunities being missed or lucrative features being inadvertently stripped away.

Product information is important. One of the main reasons people go online is to research and compare products and services before making a purchasing decision. Consequently, it is detrimental for companies to withhold or present incomplete pricing or product information on their sites.

Through contributions such as these, Jakob Nielsen seems to have gained a monopoly on usability consciousness, yet he ignores the complex nature of corporate Web design. Overall, Web sites should be functional, usable, marketable, and aesthetically appealing. Focusing too heavily on any one of these aspects will be to the detriment of the others.

Jakob Nielsen Has No Aesthetic Sense

As a perfect example, look at Nielsen's own site, www.useit.com. There are no graphics, no Java, no navigational buttons, no page design, not even a lousy gif. The fact of the matter is the man has an ugly Web site that is little more than a long list of plain-text hyperlinks.

But wait, isn't this a leading figure in good Web design we're talking about? What possible explanation could Nielsen have for this complete lapse in visual acuity? He provides two: 1) Graphics slow page download speeds, and 2) He is not a designer and didn't want to hire an artist.

Personally, I don't buy it. First of all, it isn't 1999 anymore. Computers and connection speeds are now more than capable of loading well-designed graphics-rich pages in a matter of seconds. Secondly, the man is the head of a multimillion dollar usability empire that charges up to $150,000 for usability testing alone; I think he can spring for a graphics designer.

Perhaps I'm being harsh, but the reality is that visual presentation is important. A recent joint study by Computer WebWatch and Stanford University explored how users rate Web site credibility. Overwhelmingly, the results indicated that aesthetic appeal was the leading indicator, cited as important by 46% of respondents, compared to only 29% that mentioned information design and structure.



NAUMAN HAQUE

Nauman Haque is a research analyst at Info-Tech Research Group, a research and professional services firm focused on midsized companies. Haque is an expert in the application of IT business strategy, specifically corporate Web design best practices.

^ BIO NOTES

Mountaintops Are Too Close To The Clouds

Living on a mountain can distort your sense of reality. Making claims like the world economy could save $1.3 trillion dollars through superior Web design or asserting that midsized organizations could gain $5 million a year in employee productivity and see an ROI of 1,000% through usability ignores the business realities of the situation.

Usability must be weighed against other business constraints and the opportunity costs of investing in other potentially lucrative Web initiatives. Nielsen is selling us a dream. In the real world, no one will see the returns he is claiming because there is always a point at which the state of things is "good enough." Following the 80/20 rule, most companies will tackle the most critical 20% of usability issues that are causing 80% of the problems and then move on to more strategic projects.

Declarations like PDFs are "lazy" and "unfit for human consumption" are also not at all helpful because for most companies these documents are a business reality. Asking companies to do away with PDFs without providing a business case or migration plan for doing so is irresponsible. How will companies make the change? Who will do it? Will training be available? How much will it cost? These are important considerations that cannot be ignored.

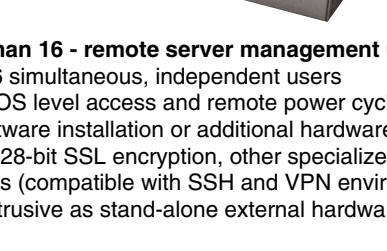
The Internet Is A Marketing Tool

Now a part of most multichannel sales strategies, the Internet is as much a sales tool as it is an information gateway. And while Nielsen seems to acknowledge this, his view of usability seems to diverge from what customers in today's advertising-intensive society have come to expect from company Web sites.

If used properly, graphics, Java script, rich Internet applications, and Flash can greatly enhance the customer experience. These tools also help companies differentiate their brand by providing a unique look and feel to their Web sites—something Nielsen seems to ignore completely.

Send your comments to infotech@processor.com

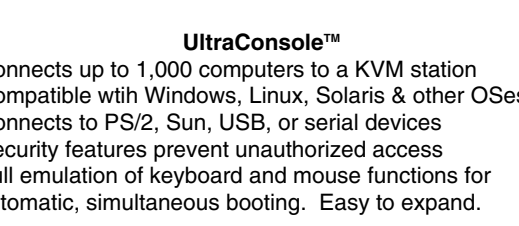
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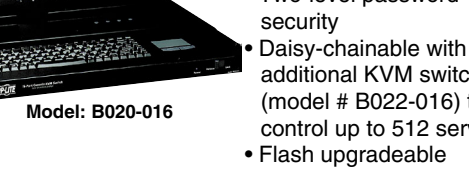
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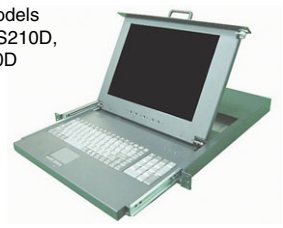


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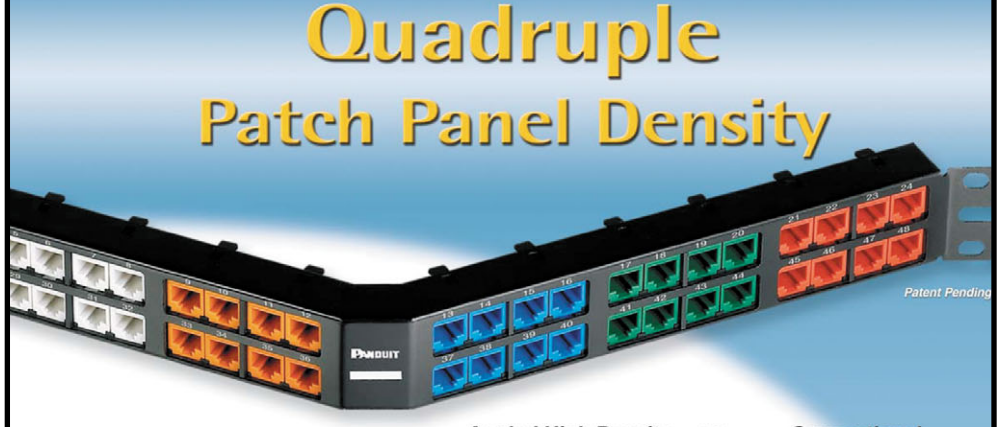


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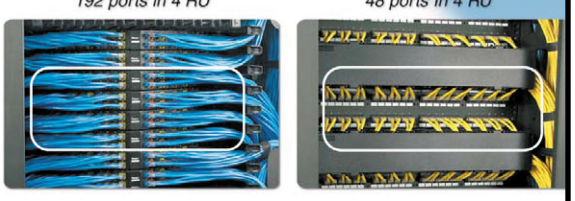
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IBM

MARKET WATCH

This week's MarketWatch takes a peek at what IBM is currently touting. IBM is a global leader in the invention, development, and manufacturing of the industry's most avant-garde information technologies. Although IBM reaches into consumer, business, and government markets, the following products are geared for small to midsized enterprises. The prices listed reflect those on IBM's Web site. For more pricing information or a complete list of products, visit IBM online at www.ibm.com or call (888) IBM-5800.

Category	Product	Description	Price
Servers			
xSeries (Intel-based)	Rack-optimized servers (305, 306, 335, 343, 345, 365, 382)	Dense and ultra-dense high performance servers. Systems include one to four processors, depending on configuration.	Starting from $1,129 to $9,999
	Tower servers (205, 206, 225, 235, 255)	Servers for the SME (small and medium-sized enterprise). Systems include one to four processors, depending on configuration.	Starting from $499 to $4,999
	High-performance scalable servers (445, 450, 455)	High-performance, rack-dense 4U servers designed for server and database applications. Systems include four to 32 processors.	Contact IBM
	Blade servers (HS20, HS40)	Two-way and four-way modular blade servers optimized for the BladeCenter T and BladeCenter environments.	Starting at $2,629 and $6,999
	BladeCenter server JS20	Two-way modular blade server optimized for the BladeCenter enclosure.	Starting at $2,699
	Telecommunications servers (335, 343)	1U and 2U high-performance servers optimized for service providers and communications infrastructure.	Contact IBM
pSeries (Unix servers)	Entry Unix servers (615 6C3/6E3, 630 6C4/6E4, 520, 550)	One-way to four-way rack-mounted and deskside servers designed for AIX 5L and Linux. Ideal for infrastructure, business process, and technical application workloads.	Starting from $5,400 to $20,540
iSeries	Midrange servers (800, 810)	iSeries servers are highly integrated, highly reliable, and run multiple OSes and applications simultaneously. Both models include seventh-generation PowerAS microprocessors.	Contact IBM
	eServer i5 520	The world's first POWER5-based midrange server for the SME. Runs i5/OS, Linux, Windows Server, and AIX 5L. Up to 32GB of memory.	Contact IBM
	eServer i5 570	A one-fourth-way midrange server for the medium to large enterprise. Doubles the memory, disk drive, and LAN capacities of the i5 520.	Contact IBM
zSeries	Mainframe servers (800, 900, 990)	The platform for enterprise e-business. zSeries mainframe servers support Linux, z/OS and z/OS.e, z/VM (64-bit), and VSE/ESA.	Contact IBM
New!	AMD-based servers (eServer 326)	A 1U dual-processor server supporting 16GB of memory. Also supports as much as 320GB of storage using SATA.	Starting at $2,189
New!	eServer OpenPower 720	A compact four-way server supporting Novell SuSE Linux Enterprise Server 9 and Red Hat Enterprise Linux AS 3 Update 3.	Starting at $5,000
Notebooks (Intel-based)			
	ThinkPad G Series	Described as a powerful desktop replacement notebook. Built for WinXP Home and Pro. Wi-Fi wireless-ready.	Starting at $769
	ThinkPad R Series	The bells-and-whistles notebook. Built for WinXP Pro. Wireless-ready.	Starting at $1,129
	ThinkPad T Series	A high-performance wireless networking notebook. Features high-speed Gigabit Ethernet connectivity. Built for WinXP Pro.	Starting at $1,679
	ThinkPad X Series	Built for WinXP Pro. ThinkPad xSeries notebooks are Cisco-compatible.	Starting at $1,499
Workstations			
	Intellistation A Pro	A choice of 64-bit or 32-bit performance. Built for WinXP Pro or Red Hat Enterprise Linux WS 3 Standard. Features AMD Opteron processors.	Starting at $2,619
	Intellistation M Pro	A workstation for demanding technical applications. WinXP Pro is preloaded; also certified for Win2000 Pro and Red Hat Enterprise Linux WS 3.	Starting at $1,059
	Intellistation Z Pro	A workstation featuring scalable multiprocessor performance. Houses a dual-capable Intel Xeon processor. WinXP Pro is preloaded; also certified for Win2000 Pro and Red Hat Enterprise Linux WS 3.	Starting at $2,743
	Intellistation Power 275	IBM's newest, fastest 64-bit Unix workstation. Dual-capable IBM POWER4+ processor. Includes flexible six-slot x 7-bay tower with four hot-swap bays.	Starting at $8,130
	p630 Model 6E4	A high-performance workstation built for advanced design, visualization, and simulation. Features one-way and two-way SMP with POWER4+ 64-bit microprocessor.	Starting at $16,559
Desktops			
	ThinkCentre A Series	An affordable desktop built for WinXP Home and Pro. Ranges in processing power from Intel Celeron to P4 with Hyper-Threading.	Starting at $379
	ThinkCentre M Series	A stable and manageable desktop for the enterprise. Built for WinXP Pro. Ranges in processing power from Intel Celeron to P4 with Hyper-Threading.	Starting at $839
	ThinkCentre S Series	Smallest ThinkCentre desktop. Comes in small form factor; built for XP Pro. Ranges in processing power from Intel Celeron to P4 with Hyper-Threading.	Starting at $869
Storage			
	TotalStorage NAS Gateway 500	Designed to help meet the high performance and scalability demands of enterprise networks. Scalable support for nondisruptive capacity can increase up to 224TB of SAN-attached physical storage. LetsIP clients and servers access SAN devices without being directly connected by Fibre Channel.	Contact IBM
	TotalStorage SAN Switch 2109 model F16	SAN switch providing highly scalable Fibre Channel connectivity (from small to very large SAN environments) for Intel and Unix server SAN applications. Comes standard with eight shortwave transceivers with expansion up to eight additional (short or longwave) transceivers.	$15,950
	TotalStorage SAN Switch F08	SAN switch with high port density packaging, which helps save rack space. Provides entry-fabric switching for WinNT/2000 and Unix server clustering. Offers eight-port Fibre Channel switch with SFP transceivers.	$5,250
	TotalStorage SAN Switch M14	A director switch designed to support large enterprise SAN island consolidation. Provides mainframe FICON, Unix, and Intel-based server Fibre Channel switching; scalable to 128 ports.	Contact IBM
	CNT FC/9000 Fibre Channel Directors	Ultra-scalable, high-availability fabric switching for large enterprise SANs. Features FICON connectivity for S/390 and zSeries 900 servers, and Fibre Channel connectivity for Unix and Intel-based servers. Optional 2Gb Fibre Channel port connectivity.	Contact IBM
	FAStT100 Storage Server	Storage server designed to help consolidate DAS into a centrally managed, shared, or SAN environment. Provides up to 14TB of SATA physical disk storage, using up to 14 internal 250GB disk drives.	Contact IBM
	FAStT200 Disk Storage Server (3542)	A disk storage server providing high-speed, fibre-to-fibre, SAN-ready storage solutions for Windows and Unix-based servers. Comes in single- and dual-controller models.	$4,995 to $6,995
New!	TotalStorage DS300 Disk Server	Entry-level workgroup SAN for eServer xSeries and BladeCenter servers. A solution for workgroup storage applications, such as file, print and Web serving, and remote boot storage for diskless servers.	Starting under $3,000
	FAStT600 Storage Server (1722)	High-performance entry-level SAN with impressive scalability. Features dual 2GBps RAID controllers with up to 128MB of cache per controller. Offers over 2TB of storage capacity.	Starting at $14,999
	FAStT700 Storage Server (1742)	A full-fibre SAN solution with super-fast data transfer for Windows and Unix-based server environments. Uses FAStT FC-2 HBA technology for 2GBps data transfer.	Starting at $46,499
	Enhanced 3995 Optical Library C-Series	A dataserver providing optical storage at a low cost per megabyte. Connects to a wide range of server platforms including open systems, AS/400, RS/6000, S/390, and local-area networks.	Contact IBM
	Enterprise Tape Drive 3592 (Model J1A)	Enterprise tape drive providing fast data access and high capacity for backups. Supports 60GB and 300GB rewriteable and WORM cartridges.	Contact IBM
	LTO Ultrium Tape Autoloader 3581	A tape autoloader for midrange and network tape storage environments. Provides autoloading capabilities with IBM LTO Ultrium 2 tape drives, including 2Gb Fibre Channel and LVD Ultra 160 SCSI.	Contact IBM
Software			
	Tivoli Enterprise Console	Software that will quickly identify the root cause of business performance issues. Provides automated problem diagnosis and resolution to improve system performance and reduce support costs.	$213
	Tivoli Intrusion Manager	An intrusion detection system using Win2000. Alleviates and manages intrusions and helps protect networks and Web servers. Supports a variety of sources with a signature-oriented intrusion detection system.	$1,390
	Tivoli Storage Area Network Manager	A comprehensive solution for storage area management that discovers, monitors, and manages all your SAN fabric components. Supports heterogeneous storage environments. Provides predictive error detection and fault isolation.	$495
	Tivoli Configuration Manager	A software solution for deploying software and for tracking hardware and software configurations. A built-in software distribution module provides the ability to deploy complex mission-critical applications to multiple locations from a central point.	$859
	Tivoli Monitoring for Databases	Software that increases the availability and performance of DB2, Oracle, Microsoft SQL Server, and Informix database servers. Manage multiple databases across different platforms from a central console.	$1,050
	Tivoli Switch Analyzer	Helps identify the root causes of network problems. Provides automated Layer-2 discovery via technology that is scalable across a wide variety of devices and network topologies.	$5,000
New!	DB2 Universal Database	The industry's first software that automatically self-manages and self-tunes databases containing key business information without human intervention.	Starting at $25,000
New!	WebSphere Business Integration Modeler Version 5	Helps companies establish a more detailed roadmap of their business operations. Also helps to detect slowdowns, looks for efficiencies, and responds faster to customer demand and changing market conditions.	Starting at $1,250

Microsoft Operations Manager 2005

One Giant Leap Toward The Dynamic Systems Initiative

by Cynthia Lazzaro

• • •

EVERY NETWORK ADMINISTRATOR'S dream is to have a virtually self-maintaining enterprise-wide network, or more realistically, a network that is automated enough that problems can be identified and dealt with proactively rather than reactively. Microsoft has committed itself to support the Dynamic Systems Initiative, which is an industry effort to create a coordinated set of tools and solutions designed to simplify the deployment, management, and operation of distributed systems. The newly released Microsoft Operation Manager 2005 is a key component of DSI. MOM comes in two versions: MOM 2005 and MOM 2005 Workgroup Edition.

MOM 2005 lets administrators monitor the health of network-connected servers and workstations proactively, using a series of predefined and administrator-created alerts. The Microsoft Office Outlook-like Operator Console provides diagrams, events, performance analysis, and state information in easily understandable and customizable views which help network and server administrators respond swiftly to problems. MOM 2005 also lets administrators configure systems to automatically respond to events and identify IT health issues before they become problems, and it improves the efficiency of IT operations through enforceable rule-based best practices. In addition, MOM 2005 also has a new Web Console to remotely access a subset of the Operator Console's functionality.

By using management packs, administrators can extend MOM's functionality to more closely monitor critical applications. The new management packs can track application state and provide health and support information, as well as the ability to correct errors and restart services or entire servers as necessary. A new reporting and analysis engine based on SQL includes hundreds of prebuilt reports.

Management packs are linked with applications, such as Exchange or SQL Server, and communicate information about an application's functions and errors to MOM. More than 50 management packs for service and application monitoring were available for MOM 2000. With MOM 2005, 20 new management packs from third-party partners have been announced, including ones from Siebel, SAP, Cisco, and Dell. Other companies, such as JalaSOFT, NetIQ, NetPro Computing, Opalis, Quest, and Veritas, are offering add-ons or integration with MOM 2005, as well.

MOM 2005 Workgroup Edition is aimed at managing 10 or fewer servers and provides a subset of the full MOM 2005 functionality. Despite some limitations relating to SQL reporting and connecting to third party products, the Workgroup Edition offers the small office environment the same comprehensive management solution that the full version offers, including the redesigned interface, an operator console, auto alert resolution, administrator-created custom alerts, nested computer groups, diagram views, agentless monitoring, and even 64-bit agent support.

SNAPSHOT

Microsoft Operations Manager 2005
MOM 2005 Server license: $729; MOM 2005 Operations Management License five pack: $2,689; MOM 2005 Workgroup Edition: $499
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www.microsoft.com

Gateway's "Keep Your Hard Drive" Plan

In The Event Of A Crash, You Retain Control Of Your Data

by Frederick Nevin

• • •

THERE ARE FEW THINGS more disconcerting to a business than a hard drive crash. Not only does it disrupt business operations, but it can leave a company feeling like it has lost control of data on the defective drive.

Although Gateway may not be able to prevent a hard drive crash, the company believes its new service plan, Keep Your Hard Drive, does let a customer retain control over the information stored on it.

SNAPSHOT

Gateway Keep Your Hard Drive service plan
$30 for three years; $40 for four years; $50 for five years
Lets customers retain control of information on a defective drive by letting them keep the unit after a new drive under warranty has been shipped
(800) 846-2000
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The plan gives Gateway professional customers the opportunity to keep the defective drive, even after a warranty replacement has been shipped, says Josh Wood, product manager for professional support maintenance products. The performance plan is available on the new purchase of a Gateway notebook, E series business desktop, or Gateway Profile desktop. The company is also offering the plan to customers who purchased equipment during the past 11 months, Wood says.

Unlike its competitors, Wood says, the Gateway warranty is available across all professional segments, including education, government, business, and health care. Competing service plans are available on only certain market segments, he points out.

The product's primary target, says Wood, is customers who must stay compliant with HIPAA regulations. But in addition, the service has generated considerable interest among professional segments such as education and government.

The plan is simple to acquire and use. A customer purchases it with systems identified for use in areas where security is a high priority, or he purchases it for all equipment. If a replacement hard drive is required under warranty, the customer simply explains that he will keep the defective hard drive instead of returning it when the warranty replacement is received. The replacement is sent to the customer without charge, and there is no expectation that it will be sent back to the company.

The plan is important because the customer keeps control of information on the defective drive. "Otherwise, they are faced with relying on someone else to make sure sensitive data does not get into the wrong hands," says Wood.

The product's primary target, says Wood, is customers who must stay compliant with HIPAA regulations.

Touch Screen LCD Monitor
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Portable Thermal Printer
Virtual Booth 1864 • Virtual Product 83



The Printek MtP 400
4" Portable Thermal Printer

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Portable PocketJet Printers
Virtual Booth 3951 • Virtual Product 1860



High-quality output, rugged compact design with a low cost of ownership describes the Pentax PocketJet printer. This printer produces crisp text and graphics with an output of 3ppm while weighing less than a pound. Designed to meet the growing needs of mobile workers, this printer can provide printing in any environment without the ongoing cost and hassles of ink.

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HP Laserjet Duplexers
Virtual Booth 190 • Virtual Product 1756



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Presentation Toolbox
Virtual Booth 4006 • Virtual Product 1952



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Auto Disc Printer
Virtual Booth 3993 • Virtual Product 1939



The PowerPrinter V is a Full Color, Auto-Loading CD/DVD Printer. Robotically loads and prints up to 100 discs, unattended. Uses high-quality HP ink cartridges available at your local office supplies stores. Overall costs are substantially less than printers requiring proprietary cartridges! Because the printer controls the robotics (different from competition), no special robotic driver software is required.

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Mobile Scanning
Virtual Booth 3951 • Virtual Product 1859



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DNS Appliance
Virtual Booth 3062 • Virtual Product 1729

DNSdevil is a DNS appliance that utilizes the proven hardware and software platform of OffMyServer and the solid BIND DNS server to make DNS management a snap.

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DNS Network Appliance
Virtual Booth 3933 • Virtual Product 1818



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Email Server Appliance
Virtual Booth 3879 • Virtual Product 1722

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Network Security Platform
Virtual Booth 3082 • Virtual Product 1799

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OEM Network Appliance
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Virtual Booth 1329 • Virtual Product 2039



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VoiceAccessServer 2U
Virtual Booth 3744 • Virtual Product 1922



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IT In A Box
Virtual Booth 4047 • Virtual Product 1989



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Cluster Traffic Management
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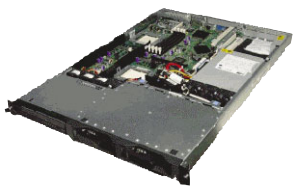


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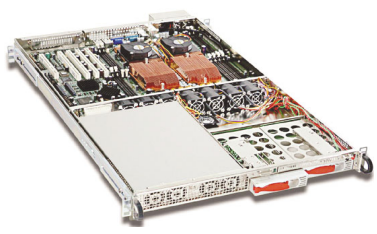
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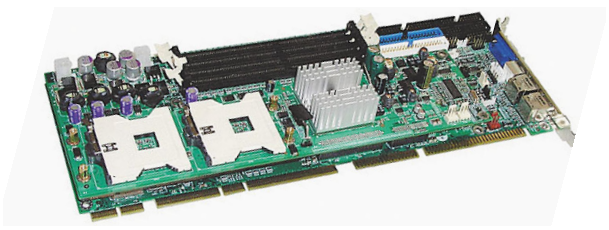


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Disk-To-Disk Appliance
Virtual Booth 3420 • Virtual Product 1633



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by Gordon Ball

• • •

IT USED TO BE an appendage to a business. Now it is a fully integrated part of the business. Failure of your IT system equals the failure of your business. At the World Trade Center before Sept. 11, one law firm had backup physically in-house. All of its depositions, contracts, and motions were electronically held without any physical separation between the backup and the operation. Following the events of Sept. 11, that law firm failed. In the same location, Lehman Brothers, the large investment house, was up and running in New Jersey that same afternoon. One of its first activities was to declare a new failover site in London.

Lehman Brothers was saved by its use of failover clustering. Failover clustering is a way of setting up more than one server, called a cluster, so that if one server fails, the other server can take over.

What Constitutes A Failure?

All systems have the possibility of failure inherent in their hardware and to a lesser extent in their software. Disk drive manufacturers give you their MTBF (mean time before failures), so failure is expected. In a cluster, you have the possibility of switching your system's load to another server in your cluster of servers.

One of the first goals you may want to achieve is five nines (99.999%) reliability. Banks, brokerage houses, and the transaction-rich retail stores cannot rely on anything less than 99.999%. However, not all businesses need five nines reliability. Perhaps four nines or even three nines availability is sufficient for your business. No matter what level of reliability is needed, an SMB can achieve it today using failover clustering.

Setting Up The Cluster

In order to take advantage of this new power, you have to have more than one server. If you want real failover protection, you have to have one server physically connected by way of a WAN. To get the cluster set up, you have to go back to square one and make sure you have adequate storage capabilities that do not slow down the system.

First, you have to add backup storage whether to tape or to disk, preferably both. Advanced practice (what leading IT consultants offer as the leading edge part of a series of best practices) says you should go diskless to disk to tape. You have to have more than one server running. In a typical installation, one server handles intranet and extranet, another handles applications, and the third stores data. A physically remote server in a WAN configuration that is capable of taking over your whole system in case of a catastrophic failure is very important. If you don't have a blade server, you may want to consider it because it offers the ease of expanding and replacing capacity and power supplies and adding redundancy.

No matter what level of reliability is needed, an SMB can achieve it today using failover clustering.

You must then select a data-loss tolerance level measured in time. You'll want to pick your time of interruption tolerance carefully. If your company's sales are $6 million per year, your hourly sales are $3,000. Can you afford to have your system down for one hour? Two hours? What is the window of failure your business can tolerate before serious financial damage is incurred? Many systems currently alert a system failure by pager, allowing time for human intervention, but that is no longer considered good enough.

Finally, you have to mount software on your system that can recognize a user-defined condition of failure so that failover can be declared and the system switched to the backup server. XOsoft's WANSyncHA (www.xosoft.com; 781/685-4651) is one such offering. It is capable of detecting and switching failure in applications, as well as in systems. Management control can be on a separate PC, so management of the system can be anywhere. The software is placed on the application server, as well as on the other members of the cluster. WANSyncHA recognizes and works with Microsoft Exchange, SQL, Oracle 8i/9i, AIX, Solaris, and Linux. Because of XOsoft's patented "soft installation," there is no need to reboot after installing. Costs for the WANSyncHA software depend on the number of servers in the cluster but run between $4,500 and $9,000.

Other companies recognize failover in a partial way, including Legato with its NetWorker 7.1 (www.legato.com; 650/210-7000). NetWorker requires an environment change. Many hardware vendors have either developed their own software or paired their offering with other software vendors. Much of the software is supplied by hardware vendors that make the software specific to their hardware. NetWorker is focused on backing up to tape and disk and the time windows for snapshots. Making restoration automatic and defining failure is left to other applications. NSI's Double-Take (www.nsisoftware.com) currently only works with Microsoft's DPS. Microsoft and NSI are working together to provide a comprehensive offering; expect more from these two companies.

Better Safe Than Sorry

Businesses of all sizes can now have this level of service at a reasonable price. The setup has to be careful and deliberate, but your business will then be well-protected. You never know what might take down your network—terrorists, hurricanes, power disruptions, floods. Remember, your system is your business and vice versa.

Confidentiality Statements On Emails

Pointed Messages Remind Recipients Of Basic Privacy Expectations

by Stephen J. Bigelow

• • •

WE LIVE AND WORK in an electronic world. Messages and information can span the globe in a matter of seconds, passing through many servers and other information-handling devices along the way. However, much of the information exchanged between corporations and individuals is private in nature—confidential thoughts, notes, and data not intended for just any casual user. When multiple users share the same computer or a person selects an incorrect email recipient, such confidential information can be viewed by unintended recipients. Businesses have grappled with the problem of confidentiality for years, and many firms employ confidentiality statements to help express their intention of privacy.

Reasonable Expectations

Lawrence A. Husick, intellectual property and technology law attorney at the firm Lipton, Weinberger & Husick, says that traditional paper letters (sent through the mail in a sealed envelope) have been protected as "confidential communications" for the past 150 years in the United States. "This is because, the courts have said, the communicants have a 'reasonable expectation of privacy' that should be enforced against wrongful attempts to learn the content of the communications," he says.

Unfortunately, today's electronic communications do not enjoy that same standard of protection. "Electronic communications, on the other hand, pass through many servers in their way across the 'Net, and the wiretap laws enacted in the 1930s to extend the same 'reasonable expectation of privacy' standard to telephone conversations (note that this was after the invention of the switch exchange that took the human operator out of the connection) expressly did not extend to other, nonvoice, electronic communications," explains Husick.

Consequently, the use of confidentiality statements lets firms and individuals stress the intention of privacy in electronic communications. Husick puts it plainly: "We developed an expressed way of saying to the world, 'Hey, the law has not caught up with

Go to Page 39, Column 1

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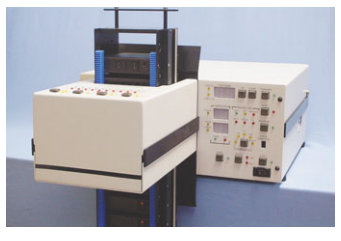
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MGE Offers Flexibility In Its New PDU Series

Low Cost Attracts Small To Medium-Sized Enterprises

by Mick Maqbool

• • •

Aside from the IT industry, many professionals in various fields (electricians, contractors, and even travelers) are aware of the hassles involved in matching diverse power connectors and power sources to supply electricity to devices with a wide range of voltage and current needs. This dilemma is one of the chief reasons behind MGE UPS Systems' introduction of its new line of PDUs (power distribution units).

The new PDUs accommodate diverse connectivity by featuring different input/output plugs and receptacles, including several standard NEMA (National Electrical Manufacturer's Association) 120VAC plugs and receptacles ranging from 15A to 30A. Some MGE's PDU models have front plug/receptacle access, while others have rear input/output capability. Furthermore, longer than usual cords (7.5 feet) are included to help make installation easier, and the included mounting hardware allows the PDUs to be installed in a standard 19-inch equipment rack (2U height), a telecom rack, or by themselves on a wall. Although they are made to supplement MGE's own Pulsar UPS systems, the new PDUs can work with any UPS that has standard output receptacles.



SNAPSHOT

MGE UPS Systems Power Distribution Unit
Base model starts at $365
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According to Jeff T. Wood, vice president of distributed single phase products for MGE UPS, the feature of the new PDUs that most distinguishes it from others is the maintenance bypass switch found in the MBS model. The MBS model is actually a PDU containing a switch that allows for the bypass of the backup power system when performing maintenance on the UPS, as in replacing the entire unit or its battery. With the MBS model, attached components continue receiving power until the UPS is ready to go online again. In short, the MBS can eliminate significant downtime. In addition, the units offer two circuit breakers for more reliability and protection.

Although aimed at enterprise network customers, the low price of MGE's PDUs make it viable for businesses of virtually all sizes, says Wood. In fact, the SME market might be its best niche because larger businesses can afford even more advanced technologies to manage their power needs, such as intelligent, redundant UPSes optimized for particular applications and OS platforms.

CyberGuard Vies To Stay Atop Application-Level Security Heap

New TSP-Based Security Appliance Series

by Mick Maqbool

• • •

Several approaches to security have been debated amidst the hacker attacks and Trojan horse epidemics of the past few years, such as whether attacks should be guarded against at the lower levels of the OSI network layer rather than at the higher ones and what to do when a network is so secure and the security so generalized that user productivity eventually begins to suffer. High configurability and more intelligent inspection of outgoing requests as well as incoming data have placed vendors such as CyberGuard and Secure Computing at the top of a long list of security solution providers. CyberGuard hopes to gain ground on its competitors with its TSP (Total Stream Protection) 1000, 3000, and 5000 series firewall/VPN appliances.



SNAPSHOT

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The TSP concept addresses the issue of whether to look for attacks at the lower or upper levels of the OSI model by doing both. MAC and MLS (multilevel security) technologies protect the new Mistura Linux firewall OE (operating environment) layers, where packets are inspected, from those through which the firewall is configured. The TSP series checks for protocol anomalies and abnormal packets at the lower layers, while performing port checking and malicious code monitoring at the upper layers.

CyberGuard is the only security vendor certified by the ICSA for lower-layer security (30 inspection points), as well as by the Common Criteria Assurance Maintenance scheme, a developing standard that combines IT security guidelines presented by existing U.S., Canadian, and European standards, namely TCSEC, CTCPEC, and ITSPEC, for upper-layer security (79 inspection points), according to Bryan Bain, vice president of worldwide marketing and product management for CyberGuard.

TSP series appliances function almost as application-layer gateways with traffic content analysis and certified upper-layer inspection methods, separating it from vendors such as Cisco and Checkpoint, which concentrate more on lower-layer security in the majority of their network appliances, says Bain. "Our main competition is Secure Computing and its Sidewinder line of appliances," he adds, which has its largest following in institutions such as the military where security is most crucial. CyberGuard's edge over Secure Computing, says Bain, is its certification at the upper layers, along with the TSP series' significantly better data throughput. Certification for upper-layer security means checking against known and preconceived security flaws as defined by CCAM. Another strength of the TSP line is its ability to customize inspection according to user-defined policies.

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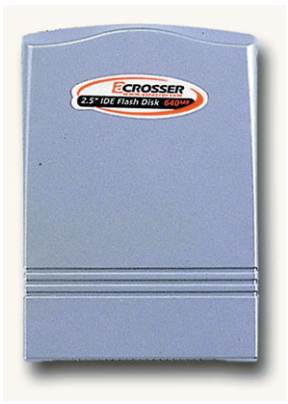


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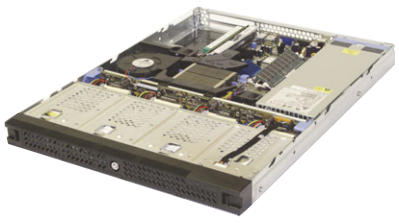
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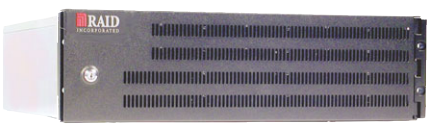


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NI Switch Executive Version 2.0

Simplify Test System Development With Software Virtualization

by Cynthia Lazzaro

• • •

LOW-LEVEL SOFTWARE needs to be tested and validated on many platforms, a difficult, time-consuming process. The main complexity is the difficulty in swapping instrument components without reprogramming the system. Because of this, development can take a great deal of time and is especially costly for cross-platform testing. The increase in the power of PCs, especially in processing speeds, lets software engineers leverage high-end PCs to create and test measurement and automation solutions using software virtualization tools, which helps to decrease development time, increase productivity, and lower development costs. To meet the growing demand for more sophisticated and integrated tools, National Instruments has released a new version of its popular NI Switch Executive software virtualization tool.

All NI switch modules include NI-SWITCH, a full-featured IVI (Interchangeable Virtual Instruments)-compliant driver. In addition to NI PXI and SCXI switch modules, many third-party PXI, VXI, and GPIB modules can also be controlled. Version 2.0 includes a mass rename feature for simultaneous channel naming and switch system expansion buses. The software can automatically route signals across several switch modules, increasing performance. Also, with the advanced channel exclusions in 2.0, engineers have more control of signal routes, which gives them greater system flexibility and instrument protection.

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The NI Switch Executive 2.0 deployment engine is built on top of the IVI switch class driver and works with any IVI-compliant switch driver. This compliance lets developers configure IVI switches with a simple click of a button, and it validates IVI devices. Software engineers can interactively define and name switch routes that can be used later in test applications using NI Switch Executive. Simply choose named end points, and NI Switch Executive finds an available route. Signal characteristics can also be input to find routes with the correct switch properties. The interactive interface displays the full signal path that the route takes. After a route is defined, it remains constant to ensure calibration accuracy. Entire groups of routes can also be named and defined to switch at the same time. The completed switch configurations can be exported to a single file for deployment.

National Instruments' compliance with the IVI Foundation is important because the foundation focuses on instrument interchangeability that provides a consistent development environment, abstracting common features of objects and procedures and combining them into a single function. The abstraction of instrument control to signals is the fundamental technology behind instrument interchangeability and transportable application software, which reduces cost and complexity of development.

NI Switch Executive features complete switch system validation and reporting to ensure configuration integrity and to assist in switch hardware setup. The switch management software also offers system-level deployment for easy migration of switch system designs to other computers or stations.

NI Switch Executive increases test code reuse and simplifies switch maintenance with direct integration into its own TestStand test management software and an application programming interface for LabVIEW and LabWindows/CVI development environments and Measurement Studio for Microsoft Visual Basic and Visual C++.

Confidentiality Statements On Emails

Continued from Page 34

the new-fangled way of sending messages, but we have a reasonable expectation of privacy. If we screw up, help us by not posting our communication on a billboard, OK?' "

Practical Applications

There is generally no "legal" need for any confidentiality statement to be included with an email. No business entity or user is currently obligated to include such statements, so the common use of confidentiality statements today is largely a matter of Internet custom, similar to the way that typing a message in ALL CAPS is interpreted as shouting. Because there are no legal obligations to use confidentiality statements, the structure and wording of the statement is completely open and can be tailored to the needs of individual organizations.

It's important to realize that confidentiality statements offer no significant legal protection for you or your sensitive information. No matter how ominous and threatening the wording may be, it is virtually impossible to hold an unintended recipient accountable or prevent that unintended recipient from using or exposing that information further. A confidentiality statement is merely an expression of an expectation of privacy in a communication. Husick says, "As for obligating the recipient, just think, I could send you an email that said, 'If you read this email, you owe me $1 million.' How do you think that would stand up when I tried to collect from you?"

There is generally no "legal" need for any confidentiality statement to be included with an email.

Still, Husick is in favor of using confidentiality statements. "Everyone should use them, and there should be an honor system because I may mess up and inadvertently send you something today, but you're likely to mess up tomorrow. It's just fair and equitable."

No Absolutes

Of course, any corporate council will tell you that there are no absolute answers when it comes to matters of privacy and confidentiality. Laws and regulations vary among states and provinces and can be interpreted quite differently depending on your location. Every business effort has unique needs and specific legal exposures that a confidentiality statement may help to address. Perhaps the best advice is to consult with your own corporate council regarding the use of confidentiality statements. An attorney is best suited to offer advice on their use and help you prepare the most suitable wording for your specific circumstance.

Sample Confidentiality Statement

This is the actual confidentiality statement used by the law firm of Lipton, Weinberger & Husick. It's good to see that attorneys have a sense of humor.

****

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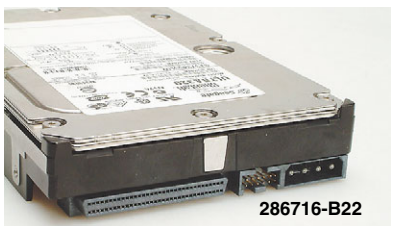
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Who's Calling The Shots?

IT Procurement & Support In SMBs

by Sandra Kay Miller

• • •

Deciding what type of IT assets to purchase and how to support them is a daunting task, regardless of an organization's size. Enterprises have the luxury of centralized IT procurement and support; however, many small to medium-sized businesses can also benefit from similar IT purchasing and support models of their larger brethren.

Making the decision to centralize IT does not always mean having to go out and hire additional high-dollar IT employees.

On the other hand, decentralization of IT support is gaining ground. In medium-sized and larger organizations, especially those with multiple locations, decentralizing the support infrastructure is alleviating bottlenecks in traditional centralized support systems. Although it may appear fiscally responsible on paper to have a core support group, the logistics of providing timely support to business units can, in the end, hinder productivity.

A Little Of Both

When Epoch Well Logging was a small, private oil field service company with 150 employees spread among offices in California, Alaska, and Louisiana, its IT support was relegated to whatever digital mud-logging technician was in the office. Because the technicians lived and breathed computer and networking equipment in the field, it was easy to have them support their small offices without an official IT department.

When it came time for purchasing IT assets though, this arrangement was not to their advantage. One office would purchase products based on performance and another on price; compatibility was at an all-time low.

However, when Epoch was swallowed up by a larger company, it had to tow the line when it came to company-approved IT equipment. Compatibility issues began to dissipate. With a more efficient purchasing pipeline, Epoch realized it was getting state-of-the-art equipment and services without paying premium prices or purchasing duplicate items when only one was needed throughout the entire organization.

When The Business Grows

Small businesses can operate smoothly with decentralized IT practices, such as having business principals making IT purchase decisions. For example, IT decisions frequently fall on the financial department or company controller. Nevertheless, when the need for IT asset lifecycle management or technology complexity surpasses the ability of the primary IT decision maker, it is time to consider moving toward centralized IT purchasing and support.

Making the decision to centralize IT does not always mean having to go out and hire additional high-dollar IT employees. With the advent of IT outsourcing, SMBs can easily outsource the majority, if not all, of their IT procurement and support.

IT procurement specialists have the ability to analyze your current procurement procedures to determine how to help better manage company-wide IT requirements, projects, contracts, and proposals.

Founded by American Express in 2002, Ketera Technologies (www.ketera.com) is a new breed of procurement company that describes itself as an "on-demand" spends management solution. The whole idea behind Ketera's service model is to offer hosted applications for spending

Go to Page 45, Column 1

The Pros & Cons Of Centralized & Decentralized Procurement & Support

Both models for procurement and support have their advantages and disadvantages. Listed below are some of the issues associated with both.

Procurement & Support	Advantages	Disadvantages
Centralized	• Better IT asset management • Ensure quality and standards • Better accountability	• Longer RFP cycles • Longer support cycles • Everything is in one place
Decentralized	• Shorter approval • Faster support • More secure and fault-tolerant	• Unnecessary asset duplication • Technology compatibility issues • Difficult to manage

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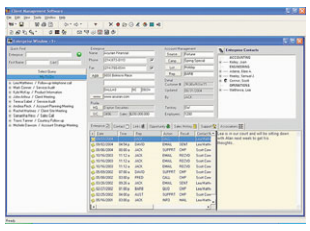


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Virtual Booth 4070 • Virtual Product 2029

MaXware ExpresSync

MaXware's ExpresSync is a one-to-one data synchronization tool that enables enterprises to easily manage their identity integration requirements. ExpresSync securely moves data between any two repositories or applications - regardless of platform, protocol, type or location. ExpresSync is a low cost, scalable solution designed to meet the critical needs of an organization, improve efficiency and provide a rapid return-on-investment.
The MaXware ExpresSync is one component of MaXware's overall Identity Management offering including Meta Directory, Virtual Directory, Workflow, Provisioning and Password Management.

maXware

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Fax: (732) 409-0233
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OCR Software (Suite)
Virtual Booth 4052 • Virtual Product 1997

The amount of information that arrives at your business increases everyday. And while a high percentage is Internet-based, much of it still comes the traditional way - via paper documents. AnyDoc Software provides a complete line of automated document and data capture software solutions to eliminate the need for manual data entry from all your paper invoices, forms and documents.
Our multiple award-winning OCR for AnyDoc® is the most powerful and flexible data capture solution available. It is currently in use at thousands of businesses worldwide, in virtually every industry, transforming stacks of paper invoices, forms and documents into computer-readable data without any need for data entry operators.
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Email Utility
Virtual Booth 4080 • Virtual Product 2042

Accellion OneCopy™

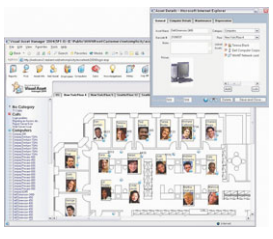
The Accellion OneCopy™ immediately improves mail performance by removing attachments from the messaging server. For IT staff, Accellion reduces mailbox storage - by up to 80% - and makes backup and restore times dramatically faster. For users, they will no longer hit mailbox quota limits.

Accellion OneCopy allows IT to regularly and automatically remove attachments from the messaging server, replacing each attachment with a secure link. Attachments can be moved to any integrated storage. The email message remains intact and searchable. Attachments are accessible by simply clicking on the link.

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Asset Management
Virtual Booth 3964 • Virtual Product 1879



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"InfraStruXure™ is perfect protection for our high power density blade servers."

Cliff Rittel, Director of IT - **ADCS, Inc.**

With its modular, scalable and open building blocks, it's no wonder InfraStruXure's rack-based architecture is winning over editors and end-users alike – especially as blade servers and server consolidation cause power densities to skyrocket.

If you're not already dealing with such high power densities, the chances are you will be soon. An on-demand architecture for NCPI*, InfraStruXure™ includes power, cooling, racks and physical structure, security and fire protection, cabling, and the management and servicing of these elements. It is specifically designed to meet ever-changing IT requirements through scalable, modular and standardized components.

For high density applications, the InfraStruXure High Density Configuration is a patent-pending hot aisle containment system that cools up to 20kW in a single enclosure.

Flexible enough to be moved or changed without system reconfiguration, the InfraStruXure High Density Configuration can also be scaled to meet changing needs and future expansion. This makes it a perfect solution for converted spaces, as well as high-density areas.

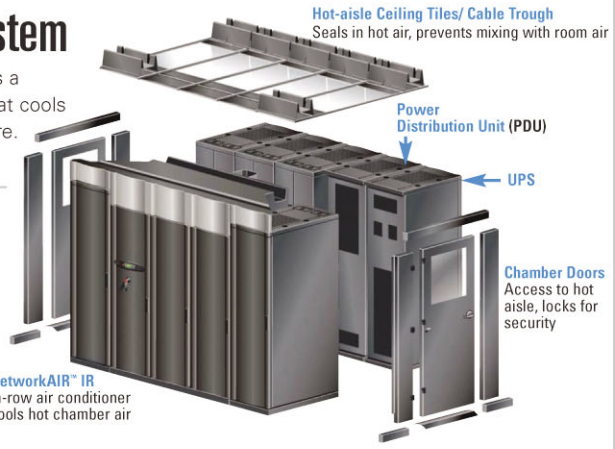
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On-demand architecture for network-critical physical infrastructure

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The InfraStruXure™ High Density Configuration is a patent-pending hot-aisle containment system that cools up to 20kW of blade servers in a single enclosure.



The InfraStruXure Hot-aisle Containment System is ideal for:

- **Existing Data Centers with Limited Capacities**
- **Server Consolidation Projects**
- **Rack Storage Systems**
- **Disaster Recovery Sites**
- **Blade Server Rollouts**
- **Converted Spaces**

See it LIVE and hear from your peers why InfraStruXure™ will work for you!

Register today for a presentation and tour of a working data center using InfraStruXure*

Free dinner to follow presentation.

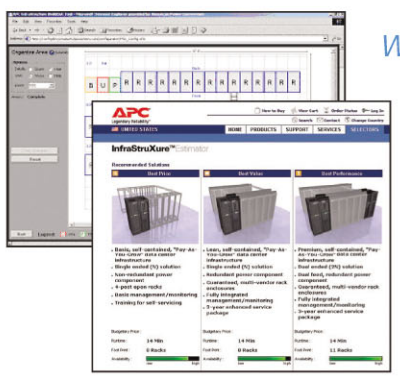
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Oliver Rist, Senior Contributing Editor; Brian Chee, Industry Expert
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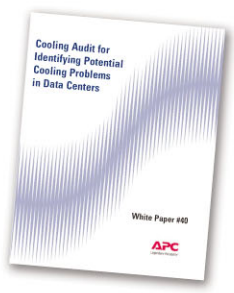


The InfraStruXure™ Build-Out Tool lets you design and specify InfraStruXure solutions using a Web-based configurator.

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* Network-critical Physical Infrastructure (NCPI) is the foundation upon which IT and telecommunication networks reside.

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Business Process Mgmt.
Virtual Booth 3773 • Virtual Product 1537

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Transaction Processing
Virtual Booth 3926 • Virtual Product 1808

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Application Portfolio Mgmt
Virtual Booth 3886 • Virtual Product 1734

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Document Creation Software
Virtual Booth 4072 • Virtual Product 2032

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Web Performance Software
Virtual Booth 3858 • Virtual Product 1673

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Internet Traffic Management
Virtual Booth 3963 • Virtual Product 1880

Internet traffic management technologies provide full availability, optimal performance, and eliminate downtime. These solutions are critical pieces of any business-driving web-based application. Internet traffic management solutions include:
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• **Load balancing**
• **Bandwidth management**
• **Traffic redirection**
• **Denial of service protection**
By using intelligent traffic management technologies, you can control bandwidth service levels across all Internet links, provide optimum server resource sharing and redundancy, accelerate responsiveness, and maximize your return on investment.

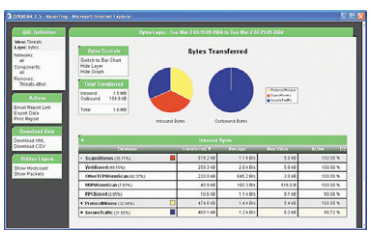
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Network Anomaly Detection
Virtual Booth 3945 • Virtual Product 1839

QRadar

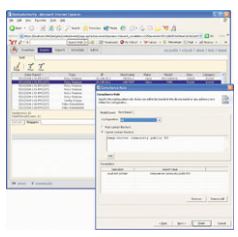


QRadar Network Anomaly Detection
Security is focused on your network's perimeter. So who's monitoring internal activity that threatens your network? QRadar maintains 24-hour vigilance to counter these threats. It learns normal behavior, flags irregular activities and their source, then identifies corrective measures. Only QRadar can pinpoint network anomalies in real time.

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Change/Configuration Mgmt.
Virtual Booth 3889 • Virtual Product 1752



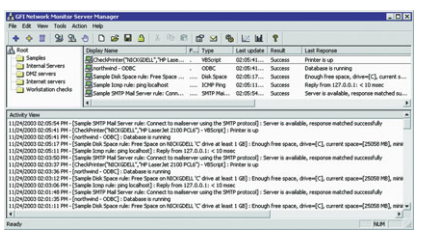
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Network & Server Monitor
Virtual Booth 3805 • Virtual Product 1589

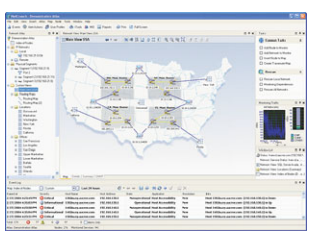


GFI Network Server Monitor automatically monitors your network and servers for failures and allows administrators to fix and identify issues before users report them. Alerts can be sent by email or text message. Actions, such as rebooting a machine, restarting a service or running a script, can be done automatically. Download your free evaluation version today at www.gfi.com/npp!

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Network Monitoring & Mgmt.
Virtual Booth 3935 • Virtual Product 1823



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Enterprise Software
Virtual Booth 4083 • Virtual Product 2046

IPsonar 3.0® enterprise software consists of several interrelated discovery processes that find routes and routers, hosts, servers, wireless access points, unauthorized connections or hosts, and perimeter leaks.

Discovery Processes
- Network Discovery
- Server Discovery
- Leak Discovery
- Wireless Discovery

IPsonar uses multiple entry points, or Sensors, within a network to form an "IPsonar Grid" sweeping the far corners of the network for anomalies. These entry points can be moved throughout your network - a portability providing the flexibility needed for managing enterprise networks that are continually being optimized or changing to meet new business mandates.

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Network Analyzer
Virtual Booth 3249 • Virtual Product 838



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Network Analysis Software
Virtual Booth 3801 • Virtual Product 1580

NetVoyant is a family of software products that provide network performance analysis and reporting solutions for the management of computer network infrastructure, critical servers, and applications. The system is scalable from the smallest enterprise to those with multiple locations or network operation centers where remote monitoring is required. NetVoyant automatically retrieves and compiles network statistics, performs analyses of those statistics, and provides graphical reports including baseline performance, bandwidth utilization, network volume, traffic, and trends. All solutions are available on Solaris, Linux, and Windows™ platforms.

NetVoyant lets you understand what is really happening on your network, from a LAN and WAN perspective, so that you can make informed decisions.

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Network Analysis Solutions
Virtual Booth 4011 • Virtual Product 1957

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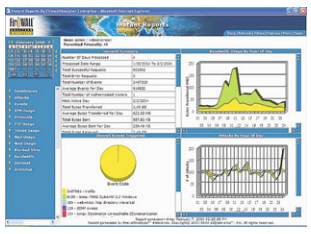
Change Management/Audit
Virtual Booth 3725 • Virtual Product 1426

FireMon is a firewall policy and device change management and auditing product

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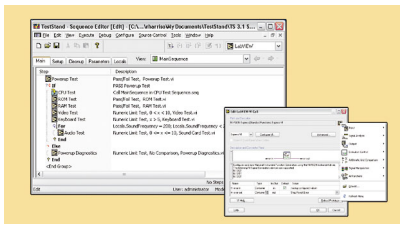
Firewall Analysis Software
Virtual Booth 3746 • Virtual Product 1474



Firewall Analysis, Reporting and Management
- Real-time event monitoring and policy-based alerting
- Collect, correlate and investigate firewalls, IDS, routers and antivirus servers' activity
- Identify attack source, type & destination details
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- Analyze event details by severity

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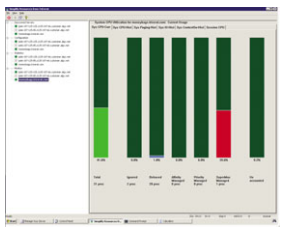
Test Management
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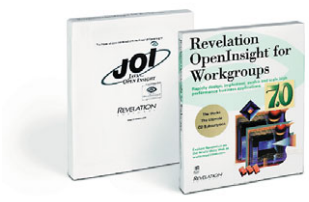
Terminal Server Mgmt.
Virtual Booth 4076 • Virtual Product 2036



triCerat provides software that simplifies the operation of the on-demand enterprise. The firm's **Simplify** applications overcome common, well-documented functionality gaps in the Terminal Server OS, giving customers a proactive mechanism for ensuring quality of service - this is Day Zero™ Protection. Licensed by over 2,500 organizations worldwide, the **Simplify Suite** creates significant ROI.

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Application Development
Virtual Booth 3887 • Virtual Product 1745



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Content Security Kit
Virtual Booth 3953 • Virtual Product 1912



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Content Transformation
Virtual Booth 3926 • Virtual Product 1809

M-Business Anywhere provides a platform for delivering Web-based content and applications to mobile devices rapidly and cost-effectively - with minimal recoding. Web developers can leverage their existing skill sets and open standards to develop and deploy fully interactive Web applications with sync-and-go or wireless capabilities. So no matter where end users are, they'll be able to tap into the information, applications and Web services they need to make more effective business decisions, more quickly than ever before. Just as importantly, you can develop, deploy, and maintain mobile Web applications rapidly and with the lowest total cost of ownership (TCO) possible. M-Business Anywhere powers the AvantGo mobile Internet service, with more than 10 million registered subscribers.

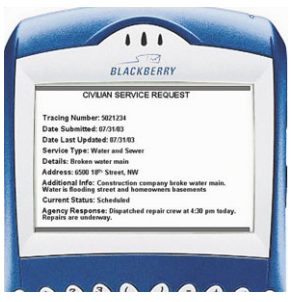
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Wireless Access To CRM
Virtual Booth 3958 • Virtual Product 1873



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Packaged Speech Application
Virtual Booth 4068 • Virtual Product 2027

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FACTOIDS by David Garrett

Are You Ready?

9/11. The blackout of 2003. Hurricanes Charley, Frances, Ivan, and Jeanne. By now you'd think corporate IT departments are ready for any disaster.

Not so. A new survey by Veritas shows that even three years after 9/11, and despite the high number of catastrophes in the interim, more than 40% of companies are ill-prepared for disaster.

State Of (Un)Readiness

How bad is the problem? According to Veritas, which surveyed more than 1,200 CIOs, CTOs, admins, and other IT pros around the globe, only 38% of respondents had DR (disaster recovery) or BC (business continuity) plans in place and ready to act on. Even more alarming, the survey claims that a mere 44% of companies use backup software for disaster recovery.

Despite this, more than 90% of respondents claimed that a disruption to their networks could be a poison to their business.

The Stats, Please

These same companies ranked the top five effects of a disaster as:

1.	Loss of employee productivity	62%
2.	Loss of data	43%
3.	Loss of profits	40%
4.	Damage to customer relationships	38%
5.	Loss of revenue	27%

Some 18% of respondents said the very existence of their companies would be at stake in the face of disaster.

Veritas also found that:

- **51%** of respondents with a DR or BC plan had to execute it in the past year
- The most common reason those companies put their plans into action was computer failure (including hardware and software failure), with **37%** of respondents
- Second to this were external network threats, such as virus and hacker attacks, with **26%** of respondents
- Of those companies forced to put their DR and BC plans into action, **14%** did so due to fire, flood, storms, or other natural disasters
- **13%** did so due to internal threats, such as the work of embittered employees
- Only **10%** did so due to man-made disasters, such as wars
- More than **40%** of respondents had no clue how their firms would resume normal—or even skeletal—operations if a disaster completely destroyed their primary data center
- Only **3%** felt they could immediately return to business as normal
- Only **28%** felt they could resume the simplest of operations within 12 hours

Independent research shows that most firms take 72 hours to return to skeletal operations after a major fire.

SOURCE: VERITAS

Email Update

According to email security firm MessageLabs, the number of email attachments containing porn, jokes, cartoons, and other material not related to work was 1 in 4,576, or 0.02%, from March 2004 to August of 2004. That's down from the same period last year, when the number stood at 1 in 1,357, or 0.07%.

Big Brother Is Watching

MessageLabs can't confirm the source of the decrease (which, no doubt, is welcome in the eyes of most IT admins) but suspects that greater enforcement of corporate email policies is to thank.

Perhaps that same enforcement is the cause of a drop in spam and virus attacks in August. MessageLabs claims that 84.2% of the email that its system monitored was spam, down 10.3% from July when that number was 94.5%.

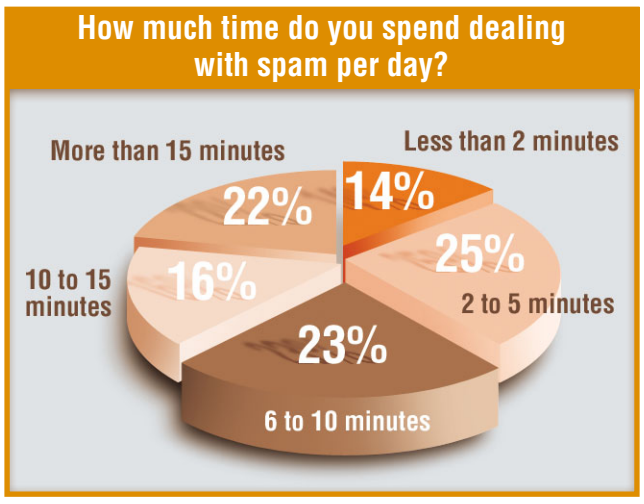
The email firm also claimed that 6.9% of the email it scanned in August bore a virus, down from 7.3% in July.

That's Billion With A "B"

But despite the good news, a new study by research firm IDC claims that spam will grow to 12 billion daily emails by 2005. (By comparison, person-to-person emails will account for 13 billion daily emails by the end of next year, while email alerts and other notifications will account for 6 billion daily emails.)

Borrowed Time

According to the Spamming Bureau, over one-third of respondents to a recent survey of U.S. Internet users spent 10 minutes or more deleting spam per workday. That's 50 minutes (nearly a full hour) per work week and 41.7 hours per work year.



If this strikes you as bad news, bear in mind that none of these figures accounts for spam to cell phones and other mobile gear, much less spim (spam over instant messaging).

SOURCES: MESSAGELABS, IDC, SPAMMING BUREAU, EMARKETER

Who's Calling The Shots?

Continued from Page 40

analysis, sourcing, contract management, e-procurement, payment, and reconciliation. Additionally, its services cover supplier enablement, hardware infrastructure procurement, project resources, system administration, and upgrades.

Support specialists cover a wide range of services from complete IT and network support to specialized services such as MSSP (managed security support providers). These types of centralized procurement and support services have the added advantage of preset or flat fees so unexpected budget overruns aren't going to haunt you.

For example SADA Systems offers complete IT support for as little as $300 a month. Its services include regular site visits; unlimited remote support via phone, email, and online chat; IT assets inventory and documentation; automated backups; 24/7 network monitoring; and unlimited emergency service.

Dispersal Of Authority

DDS (decentralization of decision support) has been a model employed by military and emergency personnel for many years when they realized it was more efficient than a centralized model. Larger IT shops are now starting to adopt a similar stance for shorter development times, better overall manageability, and for increased fault-tolerance.

The primary case for decentralization in IT is best illustrated by the common practice of data backup. In most cases, backups are centrally stored either onsite or offsite, but for the most part, they are stored in a single or mirrored location. What are the chances of both locations being destroyed? Unfortunately, several financial companies found out on Sept. 11, 2001, when their backup from systems in one tower was stored at a location in the second tower.

When it comes to management, decentralization is a double-edged sword. On one side, the management of a smaller unit, say a mobile communications division as compared to the entire communications department, becomes much more efficient due to the reduced complexity. Organizations choosing to break up their larger IT department into individual segments need to clearly identify how all the smaller entities will ultimately be controlled.

The primary case for decentralization in IT is best illustrated by the common practice of data backup.

Ultimately, the decision between centralized or decentralized IT procurement and support rests upon the needs of the organization. The concept is one that appears to be operating on an inversely proportional trend: Smaller organizations start with a decentralized paradigm and gradually centralize IT procurement and support as they grow larger while the medium-sized to large businesses are realizing the benefits of decentralized purchasing and support. In reality, the majority of businesses, regardless of size, end up with a hybridized version, usually centralizing IT procurement and decentralizing support.

Wireless Access To Email
Virtual Booth 3958 • Virtual Product 1872



Air2Web's 2Mail solution enables wireless access to Microsoft Exchange, Lotus Domino, POP3 and IMAP based email software. With 2Mail, businesses have a single solution for offering wireless email to a variety of mobile devices, including RIM, Palm, Pocket PC, WAP, SMS & J2ME handsets. 2Mail features access to email, calendars, contact info & attachments, in addition to the ability to securely authenticate devices & users.

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Remote Enterprise Mgmt.
Virtual Booth 3955 • Virtual Product 1863

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Enterprise Security Software
Virtual Booth 3826 • Virtual Product 1621



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Upcoming IT Events

- OCTOBER -

ASCDI Fall Conference
Oct. 14-16, 2004
Marriott Long Wharf Hotel,
Boston, Mass.
www.ascdi.com/public/meeting.asp

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Gartner Symposium ITxpo
Oct. 17-22, 2004
Walt Disney World Dolphin,
Orlando, Fla.
www.gartner.com

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Fall 2004 VON Conference & Expo
Oct. 18-21, 2004
Hynes Convention Center,
Boston, Mass.
www.pulver.com/von

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IT Expo
Oct. 19-20, 2004
Egan Center,
Anchorage, Alaska
www.sourdough.net/events/itbe

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SearchSAP.com Conference
Oct. 20-22, 2004
Sheraton Chicago Hotel,
Chicago, Ill.
searchsapconference.techtarget.com

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Storage Networking World
Oct. 25-28, 2004
JW Marriott Grande Lakes Resort,
Orlando, Fla.
www.snwusa.com

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Enterprise Architectures Conference
Oct. 26-28, 2004
Loews Coronado Bay Resort,
San Diego, Calif.
www.dci.com/brochure/eacsd

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Technology + Leadership + Learning Conference
Oct. 27-29, 2004
Colorado Convention Center,
Denver, Colo.
www.nsba.org/t+l
Visit Processor at Booth #388

- NOVEMBER -

CAMP IT Expo
Nov. 3, 2004
Donald E. Stephens Convention
Center, Rosemont, Ill.
www.campexpo.com
Visit Processor at Booth #1016

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Strategies & Solutions
For Information Management
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New York, N.Y.
www.brainstorm-group.com/bsgweb

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Government Technology
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Georgia International Convention
Center, Atlanta, Ga.
www.govtech.net
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SC2004 High Performance
Computing, Networking & Storage
Conference
Nov. 6-12, 2004
David L. Lawrence Convention Center,
Pittsburgh, Pa.
www.sc-conference.org/sc2004

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San Francisco techCongress
Nov. 8-9, 2004
Rickey's Hyatt Hotel,
Palo Alto, Calif.
www.sanfranciscotechcongress.com

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31st Annual Computer Security
Conference & Exhibition
Nov. 8-10, 2004
Marriott Wardman Park,
Washington, D.C.
www.gocsi.com
Visit Processor at Booth #1604

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Business Process Management
Conference
Nov. 9-11, 2004
The Palace Hotel,
San Francisco, Calif.
www.dci.com/brochure/bpmsf

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Government CIO Summit
Nov. 14-16, 2004
Boca Raton Resort,
Boca Raton, Fla.
www.fcw.com/events/cio

What's Next ?

Intel Feeling Strained



One of the most significant challenges for chip designers is to limit power waste and excess heat as transistors and manufacturing processes continue to shrink. Both Intel and AMD are attempting to reduce wasted power by using strained silicon (semiconductor material where atoms have been forced apart, allowing electrons to move between atoms more easily).

The use of strained silicon allows a chipmaker to tailor a chip for greater performance or power conservation, depending on the intended market for the particular chip model. Intel cites performance improvements of 30% in its 90nm chips or a 4X reduction in current leakage, resulting in power waste and unnecessary heating. While some 65nm SRAM devices have already been produced with strained silicon, Intel expects to implement strained silicon in its 65nm manufacturing process beginning in 2005.

IBM Using Chips For Security



Authenticating the identity of both a user and unique computers is a major security hurdle, furthering a security weakness that hackers and other unauthorized users continue to exploit. PC makers are constantly searching for ways to improve PC security, and hardware-based solutions are moving to the forefront.

IBM is expected to include National Semiconductors' SafeKeeper Trusted I/O Device. The advanced I/O chip stores encrypted information about a computer's unique identity in hardware rather than software. The chip handles security functions and holds secure information, such as passwords and encryption keys. This move basically produces a unique protected fingerprint for each PC and makes it far more difficult for unauthorized users to access that trusted PC. Other PC makers such as HP and Dell are also expected to add the chip to future PC models.

Virtualization Reduces Wasted Server Resources



Enterprises often find themselves duplicating hardware resources to support an assortment of older OSes. A company may have one server for Win2000 and another server for WinNT because some programs may still require the older OS. The problem with this approach is that added hardware resources are often underutilized, resulting in wasted hardware expenses and IT support. Virtualization has long been touted as a means to reduce IT waste by allowing a single server to run multiple OSes (or multiple copies of the same OS).

The virtualization market is gaining interest, especially among software developers that must test and refine their products under various OSes. Microsoft is finally releasing Virtual Server 2005 to help companies get the most from their expensive hardware resources. Other virtualization developers such as VMWare (now a part of EMC) offer a suite of high-end features, such as support for virtual dual-processor machines.

Eventually, virtualization is expected to become part of the OS and even find support in PC hardware. Intel's future Xeon and Itanium processors are expected to include features to host multiple OSes (dubbed Vanderpool for desktop chips and Silvervale for server chips). Virtualization companies are expected to take full advantage of such hardware services as soon as they're available.

WHAT'S HAPPENING

Saving The World One PC At A Time

HP Sets Its Sights On Aggressive Product & Supply Recycling

by Stephen J. Bigelow

• • •

COMPUTERS ARE MORE than just a tool for science or business; hundreds of millions of systems are now working in homes, schools, and offices around the world. Although it's easy to purchase a new computer, disposing of the old hardware poses a dilemma. Obsolete hardware has very little value and often winds up in dumps or landfills where metals and other materials will decay over time, possibly hurting the environment.

For businesses, computer disposal has emerged as a serious issue. The costs and logistical problems involved with decommissioning used computers and printers (along with the safe disposal of supplies such as ink and toner) can easily impact corporate upgrade decisions. Still, manufacturers such as HP are leading the efforts in recycling, implementing an easy and cost-effective infrastructure that allows any user to return almost any used hardware.

Turning Up The Volume

Recycling is serious business for Walt Rosenberg, vice president for HP Corporate, Social, and Environmental Responsibility. "According to the National Safety Council, more than 250 million personal computers will become obsolete by 2005," he says. This volume is growing annually as computers and other electronic devices become evermore present in our daily lives. Simply disposing of that much material is a monumental task, but HP has a long history of recycling initiatives. "HP began recycling in 1987 as a means of disposing of our own company's used products. In 1991, we began offering the service to customers, and today we're proud to say we have recycled more than 500 million pounds of products globally, and that doesn't include the millions of products that we refurbish, reuse, donate, or resell," explains Rosenberg.

Today HP's recycling efforts extend far beyond HP-brand devices or materials. "We recycle just about any computer-related product from any manufacturer—desktops, notebooks, PDAs, servers, mice, keyboards, printers, scanners, and print cartridges to name a few. Most of what we collect from customers is monitors, probably because cathode ray tubes are restricted from landfills in many states," says Rosenberg.

The results have been impressive. "Our U.S. recycling facilities process about 3.5 million pounds of products each month, but consumer demand has increased in recent years, so we expect that amount to increase dramatically. Last year we recycled more than 100 million pounds of used products globally, bringing our cumulative total to 500 million pounds recycled globally since 1987," says Roesnberg. Recycling leaders and legislators have recognized HP's efforts.

Soul Of The Machine

Recycling has always been an important idea, but it often doesn't work because the costs and logistical requirements exceed the benefits. One of HP's main priorities has been to establish a comprehensive network that allows users of all sizes to get their used hardware into the recycling program. Users can arrange for pickups or drop-offs, notes Rosenberg. "The most convenient way to recycle used computer hardware through HP is by visiting our Web site at www.hp.com /recycle. There you can pay for home or office pickup, and all you have to do is pack your unwanted products in a box and leave it on your doorstep. HP will arrange for pickup within a couple days and the customer receives an e-coupon worth up to $50 off the purchase of a new product from hpshopping.com."

Equipment drop-offs are also available. "We recently announced a partnership with Office Depot that provides free recycling drop-off at all of Office Depot's retail locations in the continental U.S. between now and Labor Day 2005. All products collected in Office Depot's stores will be recycled by HP at our facilities in Roseville, Calif., and LaVergne, Tenn." In addition, media recycling is free.

From an internal standpoint, HP's recycling operation quickly separates the wheat from the chaff. "When products are returned for recycling, they are evaluated for reuse. Functioning products meeting minimum criteria will be donated to charitable organizations that accept used equipment," notes Rosenberg. Equipment that cannot be reused is completely destroyed. "Upon arrival at the recycling facilities, products are loaded into shredders that process products into pieces the size of a quarter. Conveyor belts transfer the material from one shredder to another, where it is transferred to a vibrating screen that separates the raw materials. This process reclaims valuable commodities from unwanted products that can be reused in the manufacturing of new products, thus reducing the burden on the earth's resources." Additional recycling providers also service HP's European and Asian markets.

Security Remains Sensitive

PCs that are slated for recycling should be evaluated for sensitive information: Hard drives or flash memory data should be wiped before packaging any electronic device for recycling. This prevents any possibility of sensitive information being revealed when the hardware is evaluated at the recycling center. Rosenberg notes, "Our customers' security is very important to us, so we encourage customers to remove all data before they send us their equipment for recycling. We have the capability to wipe customers' hard drives upon request, but our recycling process destroys all component parts, so all data is lost regardless."

Today HP's recycling efforts extend far beyond HP-brand devices or materials.

Endpoint Security Solution
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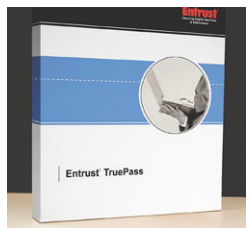
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Secure Authentication
Virtual Booth 3833 • Virtual Product 1629



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PC & Data Protection
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Database Security
Virtual Booth 4077 • Virtual Product 2037

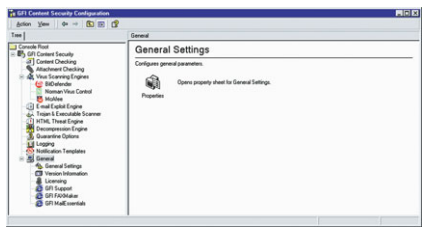
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- No impact on databases or applications
- Comprehensive database and platform support
- Comprehensive metrics including SQL query
- Comprehensive server, display & search filters
- Data analysis, correlation and custom reporting

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effective application management

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Fax: (914) 992-9468
WEB SITE: www.incachetech.com
EMAIL: info@incachetech.com

Email Security For Exchange
Virtual Booth 3805 • Virtual Product 1592



GFI MailSecurity for Exchange/SMTP is an email content security solution that protects against known & unknown viruses and threats at a competitive price (unlimited users: $3,750; 100 users: $950). Key features: multiple virus engines, content checking, intelligent heuristics-no virus updates required, exploit detection, threats engine, Trojan / Executable Scanner & more. Download free eval @ gfi.com!

GFI

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Phone: (888) 243-4329
Fax: (919) 388-5621
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EMAIL: sales@gfi.com

Firewall Software
Virtual Booth 3636 • Virtual Product 1188



GB-Ware - Firewall Software

- Install on User-Configured Hardware
- 10 User and Unrestricted User Versions
- IKE VPN and 1 Mobile VPN Client License included
- Powered by GNAT Box System Software
- Certified by ISCA to meet 4.0 Corporate Standards

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Phone: (407) 380-0220
Fax: (407) 380-6080
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EMAIL: info@gta.com

Security Linux
Virtual Booth 3726 • Virtual Product 1427



Award-Winning Security Solution

Astaro Security Linux provides six essential applications in a single, easy-to manage package. It eliminates the need for multiple security products, which saves time & money. It includes firewall, VPN, antivirus, URL filtering, spam filtering, intrusion protection, remote access, application proxies, usage reporting and much more.

astaro
internet security

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Burlington, MA 01803
Phone: (781) 272-8787
Fax: (781) 272-8989
WEB SITE: www.astaro.com
EMAIL: sales@astaro.com

Network Security Platform
Virtual Booth 3699 • Virtual Product 1285

Are your networks and routers easy prey?

Defend against perimeter intruders with one solution.

- DeepNines is the front line of defense in the battle against cyberattacks.
- DeepNines Security Platform integrates intelligent firewall, intrusion prevention, best-in-class antivirus functionality, spam filtering and forensic capture and reporting into a security software platform that operates outside the network infrastructure.
- The Sleuth9® Security System, which runs on the DeepNines Security Platform, sits invisibly at the perimeter of the network, exposing no MAC or IP address so it cannot be scanned or hacked, protecting the router and other critical network devices from attack.

DeepNines TECHNOLOGIES

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Dallas, TX 75254
Phone: (214) 273-6996
Fax: (214) 273-6997
WEB SITE: www.deepnines.com
EMAIL: info@deepnines.com





Radware Application Security Solutions deliver 3Gbps Intrusion Prevention and Denial of Service Protection securing all connected applications against viruses, worms, DoS and SYN attacks; Radware Security Activation solutions optimize best-of-breed security tools including firewalls, IDSes, VPNs, antivirus, URL filtering and anti-spamming for fault-tolerant, high-performance and scalable security architecture management.



FireProof activates firewalls, VPNs and IDSes for fault tolerant, high performing and scalable best-of-breed security tools, eliminating the security/performance tradeoff



DefensePro secures all networked applications against viruses, malicious intrusions and Denial of Service at 3Gbps



Content Inspection Director (CID) provides fault tolerant, high throughput and scalable antivirus scanning, URL filtering and anti-spamming for complete content security

radware

www.radware.com

Contact Radware to enable end-to-end application availability, performance and security.

info@radware.com 888-234-5763

Secure Instant WAN
Virtual Booth 3971 • Virtual Product 1888



The **Inter-Business Vault™** enables the creation of secure instant wide area networks (WANs) for connecting enterprises with partners, customers and sub-contractors over the Internet - enabling them to exchange information as if they have deployed a shared WAN, but without actually doing so. Cyber-Ark's leading Vaulting applications include Treasury Management Vault, CAD/CAM Vault, and Source Code Vault.

Cyber-Ark®

270 Bridge St. Suite 203, Dedham, MA 02026
Phone: (781) 251-0670 **Fax: (781) 251-0678**
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SSL VPN Solution
Virtual Booth 3694 • Virtual Product 1274

Netsilica EPN delivers scalable, secure deployments that fit your network & your remote access needs. Granular, application-level controls for every user that integrate with any authentication/authorization system (I&AM) for a complete enterprise solution.

- Complete Application-Aware Firewall
  Customizable Application-Level Security
- EPN goes beyond simplified remote access.
  Delivering total access and security solutions
- Comprehensive Secure Remote Access
  Browser-based Access to any Application
- Multiple Deployment Options
  Software - Appliance - Managed Service

NetSilica

377 Hoes Lane, Suite 260, Piscataway, NJ 08854
Phone: (732) 465-1400 **Fax: (732) 465-1409**
WEB SITE: www.netsilica.com EMAIL:info@netsilica.com

SSL VPN for Windows
Virtual Booth 4078 • Virtual Product 2040

OvisGate is browser-based Secure Sockets Layer (SSL) VPN software solution for Windows and can run on any Windows 2000 and XP computer. It builds a Virtual Private Network on the Internet in minutes and no client hardware or software needs to be installed. With OvisGate SSL VPN software installed, users can access a corporate intranet from anywhere, anytime and access it securely.
OvisGate is the perfect solution for small businesses that need to provide confidential information to remote users, to multi-locations, to employees on the road, or to business partners or customers in need of accessing the corporate intranet. The time and energy saved by using OvisGate makes it the more financially safe and least problematic solution to your corporate access needs and it has the lowest cost among VPN solutions in the market.

OvisGate Software

1301 John Reed Court
City of Industry, CA 91745
Phone: (626) 854-1805
Fax: (626) 854-0835
WEB SITE: www.ovisgate.com
EMAIL: sales@ovisgate.com

Event Correlation
Virtual Booth 3724 • Virtual Product 1425

The **Lightning Console** from **Tenable** helps a security group organize, distribute, manage, and report network security information to multiple users across multiple organizations and to articulate the detected and directed activity to executive management. The Console has many powerful features, which include extremely robust vulnerability scanning; reporting and scheduling; asset management; real-time aggregation of IDS events and correlation with vulnerabilities; tracking the network security remediation process; strong separation of roles and security information; and organizational view of network security. The **Lightning Console** is a software solution that is deployed as a Web server on your network.

LIGHTNING

TENABLE Network Security

8830 Stanford Blvd. Ste. 312
Columbia, MD 21045
Phone: (877) 448-0489
Fax: (410) 510-1889
WEB SITE: www.tenablesecurity.com
EMAIL: sales@tenablesecurity.com

Event Monitor
Virtual Booth 3669 • Virtual Product 1247



PageR *Enterprise* is the automatic server, device and event monitor that watches anything across your network to immediately notify the IT staff when important events occur. PageR runs on Windows NT/2000/XP to monitor servers, logfiles, services, TCP/IP, SNMP, disks, programs, Web pages/links, devices, bandwidth, power and more. When events occur, alerts are sent to phones, pagers, PDAs, etc.

AVTECH Software

221 Third Street Tower
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Fax: (401) 847-6701
WEB SITE: www.avtech.com
EMAIL: sales@avtech.com

Real-Time Event Correlation
Virtual Booth 3994 • Virtual Product 1940



NetMonSecure™
- Full-featured SIM at an affordable price
- Network & Security Event Management
- Real-time threat correlation
- Automated real-time drill-down forensic analysis without programming
- Easy to install and use
- ROI almost immediate – get results on the first day
- Rules based security policies
- Notifications & Active Responses

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Fax: (908) 222-7929
WEB SITE: www.netmon2.com
EMAIL: info@netmon2.com

Network Activity Analyzer
Virtual Booth 4064 • Virtual Product 2019



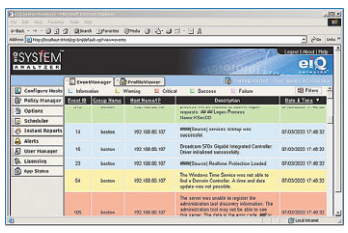
StealthWatch + Therminator

Lancope's StealthWatch+Therminator is the thermodynamic, behavior-based threat detection and network intelligence solution for real-time visualization of network traffic and patternless detection of known/unknown attacks.

Lancope

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Alpharetta, GA 30022
Phone: (770) 225-6500
Fax: (770) 225-6501
WEB SITE: www.lancope.com
EMAIL: info@lancope.com

System Event Log Analysis
Virtual Booth 3746 • Virtual Product 1485



Centralized Windows, UNIX and Linux System Event Log Analysis
- Agentless centralized analysis and reporting
- Compliance reporting--HIPAA, GLBA, Sarbanes-Oxley
- Host grouping for event prioritization and reporting
- Real-time alerting and automatic notification
- Centralized event manager and reporting portal

eiQ networks

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Phone: (978) 266-9933
Fax: (978) 266-0004
WEB SITE: www.eiQnetworks.com
EMAIL: info@eiQnetworks.com

Server Status Monitor
Virtual Booth 3934 • Virtual Product 1821

serverVISION™

Prevent downtime and intrusions. **ServerVision** allows you to keep an eye on your servers and keep them secure at the same time. Getting started is a breeze with straightforward wizards and both an MMC snap-in and Web-based interface. Powerful server and event log monitoring that's EASY to configure, EASY to run and EASY on your budget.

- Automated responses and alerts
- Event log notification
- Security risk profile checking
- Detailed analysis reporting
- Performance monitoring
- 30-day product evaluation

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Fraud Screening Solution
Virtual Booth 4016 • Virtual Product 1958

When it comes to screening for fraud.... who can you trust?

If your company conducts a high volume of customer transactions and you're looking for ways to minimize fraud and bad debt, **Lightbridge is the name you can trust.** We've screened hundreds of millions of customer applications since 1989, helping our clients avoid billions of dollars in fraud. Lightbridge fraud screening tools are part of the most comprehensive suite of automated fraud and risk management solutions available. Our automated processes determine the validity and risk profile of each new applicant before they become a customer. Lightbridge and integrated third party products deliver proven results for:

- Database Screening
- Fraud Scoring
- Validation
- Verification

Lightbridge®

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WEB SITE: www.lightbridge.com
EMAIL: products@lightbridge.com

Computer Forensics SW
Virtual Booth 3880 • Virtual Product 1724

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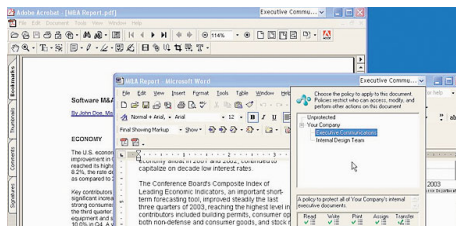
Applications
- Internal Investigations
- Incident Responses
- Disk Forensics

Features
- Examines live systems in your network
- Finds Trojans and rootkits that hide in your system
- Generates evidence quality results and creates reports
- Searches for keywords or phrases
- Securely wipes entire disk drive

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Intellectual Property Security
Virtual Booth 3868 • Virtual Product 1703



Liquid Machines is the only Enterprise Rights Management software solution that provides unprecedented protection by securing information at the source of any application. Liquid Machines encrypts digital information with persistent access and usage policies that remain with data regardless of where it goes. It allows you to share information inside and outside the enterprise while retaining control.

LIQUID MACHINES enabling secure business.™

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Phone: (781) 861-1497
Fax: (781) 861-0374
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Network Security Software
Virtual Booth 3975 • Virtual Product 1906

The Enforcer/EI

Enforcer/EI software agents monitor networked computers and send notifications when corporate policy is violated. Enforcer/EI uses revolutionary parallel processing architecture that provides unsurpassed enterprise security management.

- Enforces security policy
- Operational notifications sent 24/7/365
- Assures privacy
- Platform independent
- Small footprint
- Nominal network traffic
- Exception based
- Minimal administration

Paragentec

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WEB SITE: www.paragentec.com EMAIL: info@paragentec.com

Vulnerabiltiy Management
Virtual Booth 4017 • Virtual Product 1959

SecurityExpressions

Audit and Compliance

SecurityExpressions enables you to audit and remediate desktops and servers for operating system configuration settings, application configuration settings, unauthorized hardware/software, industry-known vulnerabilities, software patches and other advanced settings, such as system utilization and user account activity. The solution can audit against home grown or customized best practices system security policies such as those published by Microsoft, IBM, SANS, and NIST. SecurityExpressions offers both an agent-based and an agentless approach to system audit and compliance, meeting the needs of any environment.

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EMAIL: sales@pedestal.com

Policy Compliance
Virtual Booth 4075 • Virtual Product 2035



Compliance Management solutions from BindView help organizations satisfy IT security requirements for regulations including **Sarbanes-Oxley, HIPAA, GLBA** and **Basel II**. With BindView, customers are in control of their security policies and procedures, with capabilities to help ensure successful IT audits and compliance.

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Phone: (713) 561-4000
Fax: (713) 561-4204
WEB SITE: www.bindview.com
EMAIL: info@bindview.com

Internet Usage Filter
Virtual Booth 3782 • Virtual Product 1545

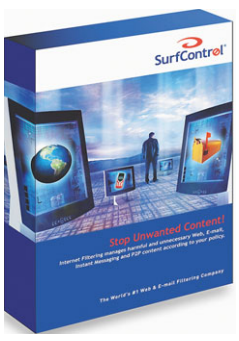
DynaComm i:filter

This state-of-the-art Internet filter has capabilities to protect you, your organization and your employees. It comes with everything you need to effectively manage, filter and report on your organization's Internet usage and it can be easily installed in almost any network topology. Comprehensive reporting and the industry's largest database help ensure that your Internet resources are being used appropriately.

FutureSoft

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Phone: (800) 989-8908
Fax: (281) 496-1090
WEB SITE: www.dciseries.com
EMAIL: info@futuresoft.com

Web Filtering Solution
Virtual Booth 3947 • Virtual Product 1853



SurfControl Web Filter provides tools needed to understand and manage Internet usage in a way that best suits your business needs. For maximum protection from the threats of harmful and inappropriate Internet content, SurfControl Web Filter incorporates: quality content understanding, Adaptive Reasoning Technology, flexible deployment options, ease-of-use and comprehensive reporting and analysis.

SurfControl
The World's #1 Web & E-mail Filtering Company

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Phone: (831) 440-2500
Fax: (831) 440-2740
WEB SITE: www.surfcontrol.com
EMAIL: sales@surfcontrol.com

LapTrak
Virtual Booth 3686 • Virtual Product 1253



If your computer is missing, we can find it...

LapTrak is a virtually undetectable and silent safeguard software program that enables the LapTrak "IQ Certified" alarm monitoring station to track the location of a laptop or desktop computer 24 hours per day, 365 days per year.

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Fax: (413) 525-8807
WEB SITE: www.secure-it.com
EMAIL: sales@secure-it.com

Mobile Security Management
Virtual Booth 3785 • Virtual Product 1550

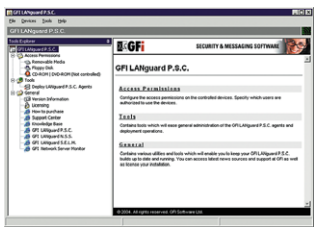
Advanced, Policy-Enforced Client Security Protection

- Next-generation operating system kernel-layer security technology ensuring a much higher level of security than first-generation personal firewalls
- Advanced WLAN control (up to and including complete radio silencing) that allows you to manage every phase of your wireless deployment
- Highly scalable security policy distribution keeping thousands of enterprise users on both sides of the corporate firewall regularly and securely updated
- Location-based controls adapting security permissions by network location for users moving across different networks and encountering different risks
- WLAN connectivity under centralized IT management & control in compliance w/corporate security policy guidelines
- Protects mobile endpoints at the network adapter

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Portable Storage Control
Virtual Booth 3805 • Virtual Product 1995



GFI LANguard Portable Storage Control offers you network-wide control of which users can plug in a USB stick; connect a smartphone, MP3 player, handheld; download / upload data to a digital camera; access CDs; access floppies. All user management is done through Active Directory eliminating extra administration. Starting from only $295 for 25 PCs. Download your eval today: www.gfi.com/lanpsp

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Computer Theft Recovery
Virtual Booth 3917 • Virtual Product 1789

PCPhoneHome/MacPhoneHome Enterprise™

- The only computer tracking and theft recovery software in the world capable of large-scale network deployment to a large number of computers using different operating systems simultaneously.
- Can be installed using a variety of popular “network push” techniques or disk imaging utilities.
- Installation is completely transparent
- Your organization’s contact and ownership information is hardcoded directly within your custom Enterprise version.
- Once notified of a theft, recovery agents at Brigadoon Software’s worldwide monitoring and command center provide full technical, tracking and recovery support to the customer and local police.

Brigadoon Software inc

143 Main St. Nanuet, NY 10954
Phone: (845) 624-0909 **Fax: (845) 624-0990**
WEB SITE: www.brigadoonsoftware.com EMAIL:sales@brigadoonsoftware.com

Laptop Security Software
Virtual Booth 4018 • Virtual Product 1960

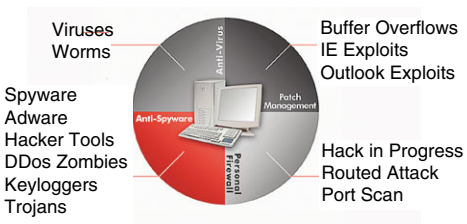


zTRACE GOLD is a stealth tracing and recovery application that remains udetectable & unerasable on your laptop’s hard drive. If the laptop is reported stolen, the computer reports its own location the next time it is connected to the Internet! That Information is immediately forwarded to the zTrace Recovery Team, who works in conjunction with local law officials to recover your laptop.

zTrace Technologies
www.zTrace.com

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EMAIL: sales@zTrace.com

Anti-Spyware Solution
Virtual Booth 3853 • Virtual Product 1652



PestPatrol Corporate Edition v5

PestPatrol Corporate Edition, the leading network anti-spyware solution, has been redesigned from the ground up to capitalize on our existing strengths in detection and removal. The new version will use fewer resources while providing substantially faster scanning and greater scalability and manageability.

Pest Patrol™

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Fax: (717) 243-8545
WEB SITE: www.pestpatrol.com
EMAIL: sales@pestpatrol.com

Antispam
Virtual Booth 3698 • Virtual Product 1284



PreciseMail Anti-Spam Gateway
“Get Precisely the Email You Want”

- Eliminates spam at the Internet gateway or mail server without filtering critical legitimate email messages
- Mulitple antispam filtering technologies are used for high accuracy
- Web interface for user spam management

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WEB SITE: www.process.com EMAIL:Sales@process.com

Antispam For Exchange
Virtual Booth 3934 • Virtual Product 1822

iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003 servers. Over 4,000 licenses have been deployed, making it one of the best-selling anti-spam solutions for Microsoft Exchange.

- Fast setup "configure it and forget it"
- Over 95% spam detection rate
- Constantly updated spam engine
- Users can manage their own quarantine
- Customizable treatment of spam
- 30-day product evaluation

SUNBELT SOFTWARE

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Clearwater, FL 33755
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Fax: (727) 562-5199
WEB SITE: www.sunbelt-software.com/pcom
EMAIL: sales@sunbelt-software.com

Antispam Application
Virtual Booth 3989 • Virtual Product 1924

Email Filtering Service Blocks Spam and Viruses —BEFORE They Reach Your Network

- No hardware or software to buy
- End-users manage their own quarantined messages
- Priority antivirus updates from McAfee
- Easy to add exception rules for designated sender/domain
- Low per user per month charge (as little as $3/user)

Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions.
Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting

THE FULCRUM GROUP

715 Katy Rd. Suite 208A
Keller, TX 76248
Phone: (817) 337-0300
Fax: (817) 337-0313
WEB SITE: www.fulcrumgroup.net
EMAIL: info@fulcrumgroup.net

Antispam
Virtual Booth 4046 • Virtual Product 1988

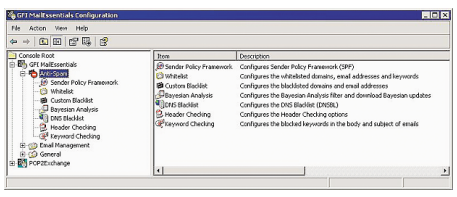
Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

What Makes MailGate The Smartest Antispam Choice?
- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
- McAfee or Kaspersky antivirus stops viruses at the network edge
- Lowest total cost of ownership for real savings
- Tumbleweed is the trusted leader in email security, with over 10 years of innovation and over 1100 customers.

TUMBLEWEED COMMUNICATIONS

700 Saginaw Drive
Redwood City, CA 94063
Phone: (800) 696-1978
Fax: (650) 216-2001
WEB SITE: www.tumbleweed.com
EMAIL: info@tumbleweed.com

Server-Based Antispam
Virtual Booth 3805 • Virtual Product 1591

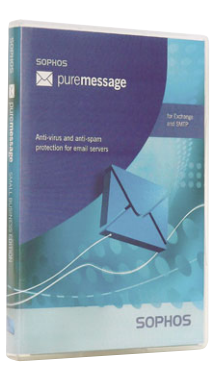


GFI MailEssentials for Exchange/SMTP
- Spam protection at server level
- Bayesian filtering achieves 98%+ spam detection
- Minimal false positives via automatic whitelist
- Sort spam to users' junk mail folders
- Adds disclaimers, reporting, archiving, monitoring & more
- Cost-effective: $495 for 50 mailboxes; unlimited: $1,250

GFI

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Cary, NC 27513
Phone: (888) 243-4329
Fax: (919) 388-5621
WEB SITE: www.gfi.com
EMAIL: sales@gfi.com

Email Management Solution
Virtual Booth 3918 • Virtual Product 1790

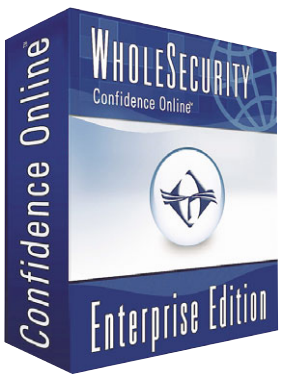


Sophos PureMessage for Windows/Exchange is a comprehensive, flexible email management solution.
- Policies combine anti-spam, antivirus and policy enforcement to guard against attacks such as multi-faceted spam, virus, DHA and DoS.
- Checks all email traffic passing through your email server, providing an extra layer of protection against worms and viruses

SOPHOS

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Encinitas, CA 92024
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Fax: (760) 942-6489
WEB SITE: www.nwtechusa.com
EMAIL: sales@nwtechusa.com

Zero-Hour Threat Detection
Virtual Booth 3742 • Virtual Product 1449



Worried about worms, Trojan horses and eavesdropping threats?
WholeSecurity's solutions deliver zero-hour protection against these types of malicious programs. With behavioral detection technology, Confidence Online™ automatically eliminates both known and unknown threats on PCs without requiring users to update signatures. Call to learn more about our on-demand and always-on deployment options!

WHOLESECURITY

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WEB SITE: www.wholesecurity.com
EMAIL: sales@wholesecurity.com

Microsoft SQL Audit/IPS
Virtual Booth 3901 • Virtual Product 1771

AppRadar for Microsoft SQL Server is a host-based, database intrusion protection system empowering enterprises to thwart database-level attacks and malicious behavior. AppRadar provides database-specific, active protection, monitoring, and auditing. As a complementary real-time database intrusion protection system, AppRadar now makes it possible to monitor and defend the data stored within your Microsoft SQL Server database.
- Detects real attacks and misuse on the database focused on detecting and preventing complex attacks from valid users.
- Provides administrators full awareness of what has been executed, when, by whom, and where in the data base. Providing an audit trail and "real-time" alerting of all database activity without any impact on performance.

APPLICATION SECURITY, INC.

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New York, NY 10018
Phone: (212) 947-8787
Fax: (212) 947-8788
WEB SITE: www.appsecinc.com
EMAIL: sales@appsecinc.com

Vulnerability Scanner
Virtual Booth 3724 • Virtual Product 1430

Do you know what happens between the last time a vulnerability scan is completed and the next time a scan is completed? New hosts, new ports, new services and new vulnerabilities can arrive on your networks faster than you may be allowed to scan for them. The **NeVO** passive vulnerability scanner can find out what is happening on your network without actively scanning it. **NeVO** is deployed as a network sniffer and dynamically builds a model of the active hosts, services and their vulnerabilities. In a switching environment, the use of spanned ports, mirrored ports or network taps is required. **NeVO** is available for both Unix and Windows platforms.

TENABLE Network Security

8830 Stanford Blvd. Ste. 312
Columbia, MD 21045
Phone: (877) 448-0489
Fax: (410) 510-1889
WEB SITE: www.tenablesecurity.com
EMAIL: sales@tenablesecurity.com

Vulnerability Management
Virtual Booth 3822 • Virtual Product 1618

Intrusec Exposé - Change Management Software
You can't secure what you don't know about. Today's networks are dynamic and in a constant state of flux. Which means your security posture is changing minute by minute. Intrusec Exposé provides visibility into those changes and shows you the impact of those changes before they cause a problem.
- Proactive, near real-time change detection - When something changes, Exposé notifies you immediately, based on the rules you determine.
- Up-to-the-minute asset inventory of your network, showing all assets, ports, services, users, applications, etc. ranked by the business value to your organization.
- When a change is detected, Exposé works with your existing vulnerability scanners to tell you what vulnerabilities were created by the change.

intrusec

75 Fifth Street NW, Ste. 207
Atlanta, GA 30308
Phone: (404) 526-6138
Fax: (404) 526-6132
WEB SITE: www.intrusec.com
EMAIL: info@intrusec.com

Exposure Risk Mgmt.
Virtual Booth 3875 • Virtual Product 1719

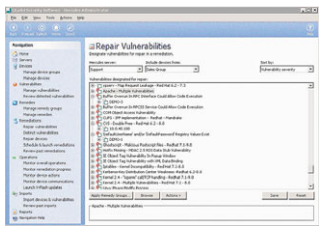


Skybox™ View creates a virtual model of your environment and then, by leveraging your scanned information, runs attack simulations distilling 10,000's of vulnerabilities down to the <2% that are critical because they are truly "exposed." **Skybox™ View** reduces the window of exposure from months to hours and communicates risk in layman terms to executives.

skybox™ security
MANAGING THE RISKS THAT MATTER

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Palo Alto, CA 94303
Phone: (650) 565-8060
Fax: (650) 565-8068
WEB SITE: www.skyboxsecurity.com
EMAIL: sales@skyboxsecurity.com

Vulnerability Remediation
Virtual Booth 3891 • Virtual Product 1755



Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with **Hercules**, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.

CITADEL™ SECURITY SOFTWARE

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Fax: (214) 520-9293
WEB SITE: www.citadel.com
EMAIL: info@citadel.com

USB Software Security
Virtual Booth 3972 • Virtual Product 1889

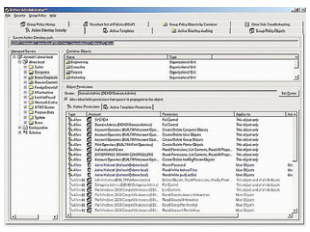


Marx Software Security offers the security token Crypto-Box USB for secure data and software protection, as well as for 2-factor authentication. The hardware key encrypts data with the Rijndael Algorithm Advanced Encryption Standard (AES). The CRYPTO-BOX Supports all Windows, Mac and Linux Operating Systems.

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Fax: (770) 986-8891
WEB SITE: www.marx.com
EMAIL: sales@marx.com

Active Directory Mgmt.
Virtual Booth 3960 • Virtual Product 1875



Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.
- Simplified Group Policy Planning, Management & Backup
- Consistent permission assignment with Active Templates
- Repairable & Revocable role-based delegation of control

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Fax: (561) 886-2499
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EMAIL: sales@scriptlogic.com

Display-Only File Server
Virtual Booth 3847 • Virtual Product 1639

A revolutionary secure file server technology that protects enterprises from informaiton theft by insiders

- Bits of a confidential file never leave a DOFS server after the file is checked in.
- Screen dump on a user machine is disallowed whenever the user is interacting with a confidential file.
- Any crucial file access operations on a DOFS server like checking in/out, printing, emailing, etc. are fully logged, monitored and controlled.
- Accesses to exported confidential files, essential in a mobile working environment, are protected by a tamper-resistant file access control mechanism.
- Clipboard operation such as cut & paste is unidirectional so that no information leakage from a DOFS server to a DOFS client is possible, but the other direction is allowed.

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Centereach, NY 11720
Phone: (631) 467-4381
Fax: (631) 467-4597
WEB SITE: www.rether.com
EMAIL: rni@rether.com

Document Security Software
Virtual Booth 3727 • Virtual Product 1428

Authentica's document security solutions provide total control over your enterprise's sensitive documents, spreadsheets and presentations, both during and after delivery to recipients.

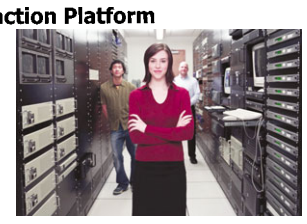
Our document security solutions are ideal for any large enterprise that needs to securely share valuable intellectual property internally or with outside business partners.

Authentica's solutions let you:
- Securely distribute information anywhere
- Dynamically change access and usage permissions at any time, even after recipients have accessed files
- Continuously monitor information activity

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Lexington, MA 02421
Phone: (781) 487-2600
Fax: (781) 290-0424
WEB SITE: www.authentica.com
EMAIL: sales@authentica.com

Web Services Security
Virtual Booth 3944 • Virtual Product 1837

Entrust Secure Transaction Platform



The Entrust Secure Transaction Platform delivers security capabilities including standards-based authentication & authorization for Web services applications. Addressing identity and access management needs beyond the Web portal, Entrust helps you leverage your existing investment in Web applications to include Web services, delivering a central point of policy definition and enforcement.

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Fax: (613) 270-2501
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EMAIL: entrust@entrust.com

Enterprise Backup Solution
Virtual Booth 3920 • Virtual Product 1794

Innovative Data Protection-VERITAS NetBackup Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VERITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.

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Mountain View, CA 94043
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Fax: (650) 527-2908
WEB SITE: www.veritas.com
EMAIL: sales@veritas.com

Backup & Recovery Solution
Virtual Booth 3984 • Virtual Product 1911

Harbor NSM Product Suite

If you're like many companies today, your infrastructure has become increasingly complex while the growth in corporate data continues to explode.

Harbor NSM backup and recovery solution from Beta Systems not only backs up your ever-increasing amounts of vital data and provides the fastest recovery time on the market, it also works within your existing infrastructure, regardless of its complexity.

Harbor NSM provides high-performance network and SAN-based backup with fast, reliable data recovery.
- Scalable
- Manageable
- Flexible

6411 Ivy Lane, Suite 610
Toll Free: (800) 475-1168
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Greenbelt, MD 20770
Fax: (301) 486-4602
EMAIL: kelly.gunn@betasystems.com

Data Protection Software
Virtual Booth 3837 • Virtual Product 1632



BackAgain™ Data Protection Software. Tens of thousands of satisfied customers worldwide since 1994.
- Standout ease-of-use, highly competitive feature set, broad backup device support
- Live Microsoft Exchange backup (to mailbox level), live SQL Server backup
- Back up to any media at no additional cost
- "Bare-metal restore" for disaster recovery
- Unmatched value

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Eagan, MN 55121
Toll Free: (800) 284-4156
Phone: (651) 203-4600
WEB SITE: www.intradyn.com
EMAIL: sales@intradyn.com

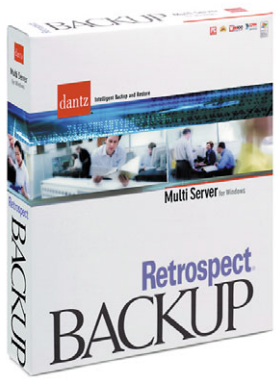
Backup & Recovery Mgmt.
Virtual Booth 3991 • Virtual Product 1926

Not Just Another Backup Utility!

VFI/X is an intelligent, automated, high-level data protection and recovery management system. Based on the premier mainframe product that has protected Global 1000 corporations for over 15 years, VFI/X is now available for the distributed world. VFI/X leverages your current investment in all popular backup and recovery software and mirroring technologies. It unobtrusively monitors your systems in real-time, learns how your critical files are used as well as their interdependencies, and ensures that they're backed up when necessary, directly interfacing with the tools of your choice. All performed automatically, without human intervention, and these are just a few of its features. VFI/X is available for SUN Solaris 8 and above (Sparc 32, 64 & x86). Linux, IBM AIX, HP UX and Microsoft Windows versions will be released over the next several months.

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Wayne, PA 19087
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Fax: (610) 964-9072
WEB SITE: www.21stcenturysoftware.com
EMAIL: sales@21stcenturysoftware.com

Backup Software
Virtual Booth 4062 • Virtual Product 2014



Dantz® Retrospect® Multi Server v6.5 delivers proven technology, complete protection, easy administration, and fast backups with 100% accurate restores for networked file servers, business critical application servers, desktops and notebooks. It provides the utmost in safety and security by protecting against loss due to viruses, newly installed software, user error, damaged hardware, hardware upgrades, hackers & lost or stolen computers.

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Walnut Creek, CA 94597
Phone: (925) 948-9000
Fax: (925) 948-9099
WEB SITE: www.dantz.com
EMAIL: sales@dantz.com

Unix/Linux Tape Management
Virtual Booth 3862 • Virtual Product 1679

Backup, Recovery & Media Management For Open Systems

LXI TMS/ix brings true tape management to Unix and Linux servers. Capable of performing standard day-to-day backups, TMS/ix gives corporate data centers more advanced tape management for those tape processes above and beyond backup and recovery. With TMS/ix you can:
- Read and write standard label and non-label tapes
- Track and protect every tape used
- Manage virtually unlimited number of tape devices, including virtual and real automated tape libraries
- Implement regulatory compliant offsite vault management program
- Monitor all backup activity from a single console

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Fax: (214) 260-9019
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EMAIL: sales@LXIcorp.com

Continuous Data Protection
Virtual Booth 3587 • Virtual Product 1358



Storactive LiveServ™ for Exchange Server

LiveServ software delivers continuous data protection for Microsoft Exchange servers, ensuring rapid, zero-loss recovery of individual messages, mailboxes and entire data stores.
- Eliminate backup and recovery windows
- Recover data up to the point of failure
- Rapidly restore messages while Exchange is live
- **FREE TRIAL**

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Fax: (301) 604-0773
WEB SITE: www.storactive.com
EMAIL: sales@storactive.com

Content Archiving Software
Virtual Booth 3929 • Virtual Product 1814

Enterprise Vault® offers a total archiving platform for Microsoft Exchange, SharePoint Portal Server, IM and file server environments. Enterprise Vault® allows you to streamline and reduce the ongoing cost of information storage for the enterprise and simultaneously keep it instantly accessible for users and the organization.

Enterprise Vault not only optimizes front line systems but helps you support your mission to develop processes for good corporate governance.

Visit **www.kvsinc.com/corpgov** and receive the free report, Corporate Governance - the Impact on your IT Staff!

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Arena RAID solutions integrate the leading edge hardware and firmware technology to deliver high performance and high reliability for application demanding performance, extreme fault tolerance, data availability, ease of configuration and management flexibility.

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Deep Packet Inspection is Obsolete.

Single packet inspection firewalls can't protect your network from attacks like Code Red, MyDoom, and Bagel that are concealed within a stream of packets.

Only Total Stream Protection™ from CyberGuard enforces security across the entire data stream. All layers - all the time.

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Total Stream™ PROTECTION
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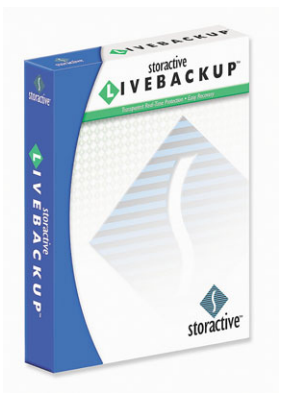
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Backup & Disaster Recovery
Virtual Booth 3587 • Virtual Product 1359



Storactive LiveBackup® for Enterprise PCs
LiveBackup software for desktop, remote & mobile PCs protects distributed data automatically as it is saved and ensures rapid file, system & disaster recovery.

- Automates PC backup in real time
- Recovers from disasters, errors & viruses
- Minimizes downtime
- Offers easy, self-serve data recovery
- **FREE TRIAL**

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Fax: (301) 604-0773
WEB SITE: www.storactive.com
EMAIL: sales@storactive.com

Real-Time Data Replication
Virtual Booth 3080 • Virtual Product 513

Constant Replicator™ provides automatic real-time replication of mission-critical file data in real-world heterogeneous environments over ordinary IP networks. Once installed on your host, Constant Replicator™ is always running, protecting your critical files by mirroring them as they change to one or more remote servers over your existing network.
As your business migrates to the next level where data availability is critical, consider the many enterprise environments where Constant Replicator™ can make the transition simple and hassle-free while simultaneously providing investment protection and a solid foundation for your future.

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Phone: (952) 933-2331
Fax: (952) 933-2551
WEB SITE: www.constantdata.com
EMAIL:sales@constantdata.com

Data Backup & Recovery
Virtual Booth 3974 • Virtual Product 1892

EVault Online Data Backup & Recovery Software and Services protect your business-critical data. Unexpected data loss can have serious consequences that no business or IT professional wants to face. Eliminate the risk and management burden of tape-based server backup and disaster recovery.

- Centralize and automate your backup and recovery process
- Enjoy reliable and encrypted data transfer to an off-site storage vault, with 100% data confidentiality - guaranteed
- Reliable and immediate restoration of lost or deleted files
- Lower data backup costs by leveraging existing infrastructure
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Peer to Peer Backup System
Virtual Booth 4024 • Virtual Product 1963

312's flagship product LeanOnMe provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, LeanOnMe allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

Try it free online at www.312inc.com

LeanOnMe features:

- Installation & setup wizard
- Protects files or folders
- Easy scheduler for continuous, effortless backup
- Simultaneous backups to multiple off-site peers
- Peers cannot see, modify or infect your data
- Securely encrypts and compresses the data
- No monthly web storage fees!

three twelve

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Orlando, FL 32826
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Fax: (407) 207-7348
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EMAIL: sales@312inc.com

Data Warehouse Platform
Virtual Booth 3926 • Virtual Product 1807

Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership.
Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the column-based structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources.

SYBASE®

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Web-Based Media Service
Virtual Booth 4085 • Virtual Product 2048

American Eagle's WEBSCAN
Web-based media tracking system

Track Media

- For Mainframe and Open Systems
- To and from any location
- By retention date or cycle control
- Kept in containers or slotted at the Vault
- Regardless of media type

Inventory

- Media in Tape Library
- Media at the Offsite Vault

Web-Based Advantages

- Access information from anywhere anytime
- No corrupt database issues
- Backups done at the server level

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Fax: (631) 207-4407
WEB SITE: www.americaneaglesys.com
EMAIL: info@aeseast.com

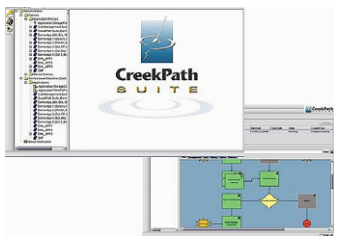
SAN & NAS Management
Virtual Booth 3697 • Virtual Product 1286

IPStor provides an open software infrastructure platform for storage networking, allowing for the consolidation of heterogeneous storage environments along with the seamless creation & provisioning of both SAN (block level) & NAS resources (for general-purpose file sharing) from the same storage pool.

- Any-to-any connectivity: Fibre Channel, IP, iSCSI, SCSI, CIFS, NFS, etc.
- Centralized management of entire storage network and storage services from a single easy-to-use, go-anywhere Java console
- Dynamic expansion of storage volumes
- Lightning-fast zero-impact backup and immediate recovery
- End-to-end security

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Orange, CA 92865
Phone: (866) 651-6036 Ext. 21
Fax: (714) 998-6366
WEB SITE: www.caeneng.com
EMAIL: dennis@caeneng.com

Storage Resource Mgmt.
Virtual Booth 3747 • Virtual Product 1483



CreekPath Systems is changing the way people view their storage operations and processes. There is no other vendor in the industry that integrates workflow, policy and automation into the storage supply chain so that users can employ their total infrastructure as a business enabler.

7420 E. Dry Creek Parkway
Longmont, CO 80503
Phone: (303) 845-1188
Fax: (303) 845-1002
WEB SITE: www.creekpathsystems.com
EMAIL: sales@creekpathsystems.com

Fiber-Optic Modem/Isolator
Virtual Booth 3986 • Virtual Product 1915

NTP Software Quota & File Sentinel enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.

- Full support of Windows 2003
- Full HIPAA compliance
- Increased Security
- Installs without a reboot
- Network Appliance Functionality

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Fax: (603) 263-2375
WEB SITE: www.ntpsoftware.com
EMAIL: info@ntpsoftware.com

Storage Consolidation



SANsymphony™ software is an enterprise-class open storage networking platform that maximizes the value from IT assets. It pools disk space and automatically allocates just enough capacity, just in time. This doubles disk utilization, delivers a tenfold increase in managed capacity per administrator, eliminates storage-related downtime, and enables affordable business continuance.

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Ft. Lauderdale, FL 33309
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Fax: (954) 938-7953
WEB SITE: www.datacore.com
EMAIL: salesops@datacore.com

Storage Resource Mgmt.
Virtual Booth 3996 • Virtual Product 1942

nStor has built its NexStor platforms on a common management tool, providing you with the ability to easily manage your information assets. StorView management software allows you to leverage your storage resources to enhance the performance of your business applications, while simplifying and reducing the cost of managing storage environments.

- Easy to use, centralized management
- Flexibile and customizable
- Intuitive administration
- Auto detection minimizes setup
- Alert notification via SNMP or email
- Continuous uptime
- Remote management
- Advanced features: Virtualized LUN, Environment Capture, Statistical Reporting

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Carlsbad, CA 92009
Phone: (760) 683-2500
Fax: (760) 683-2599
WEB SITE: www.nstor.com
EMAIL: info@nstor.com

Storage Expansion

SANmelody™ software converts PC servers into cost-effective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.

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Fax: (954) 938-7953
WEB SITE: www.datacore.com
EMAIL: salesops@datacore.com

Data Storage Management
Virtual Booth 4041 • Virtual Product 1984

CaminoSoft's Managed Server HSM(tm) software provides a straightforward, cost-effective solution for managing the complexities of data storage. Combine the software with your Windows 200X and NetWare production servers and a host of off-the-shelf storage devices, including SAN, ATA/RAID, NAS, optical, and tape subsystems. The result is a finely tuned data storage resource supporting virtually infinite growth and availability.

- Installs easily and quickly with no required production server downtime
- Aggregates multiple storage resources into a virtual central storage pool
- Provides seamless access to files---user directories remain unchanged
- Dramatically reduces the amount of time needed for backup/recovery

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Fax: (805) 370-3200
WEB SITE: www.caminosoft.com
EMAIL: info@caminosoft.com

SCSI Diagnostics
Virtual Booth 3820 • Virtual Product 1614

The SCSItoolbox is the industry's most advanced and widely used testing and diagnostic tool. In use worldwide since 1992, the SCSItoolbox encompasses every tool that you need to test, troubleshoot, configure, and diagnose any single-ended; differential, SCSI 1, 2, 3, wide or narrow devices; Ultra II, Ultra3; FC; iSCSI; SATA; ATAPI; or SAS device.

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Fax: (480) 802-1217
WEB SITE: www.scsitoolbox.com
EMAIL:sales@scsitoolbox.com

I/O Acceleration Software
Virtual Booth 3729 • Virtual Product 1435

Precision I/O will open up the server-to-network bottleneck for the first time with a software solution using the standard IP/Ethernet infrastructure already present in virtually every data center. Precision I/O's technology is inserted between an application and a network interface to relieve operating systems of I/O chores, letting the server focus on more important tasks associated with application processing.

- 100% Ethernet-based so there are no new standards, no new protocols, no new networking fabric.
- Boost transaction throughput two to seven times.
- Results in one-third of the latency of existing Ethernet deployments.
- Eliminating the bottleneck with the short transactions. typically found in server-to-server, database, and cluster.

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Fax: (650) 739-0838
WEB SITE: www.precisionio.com
EMAIL: sales@precisionio.com

iSCSI Target Software
Virtual Booth 3905 • Virtual Product 1777

WinTarget is a powerful iSCSI target software solution designed specifically for the Windows 2000/XP/2003 platform that enables IT departments to benefit from cost-effective network storage solutions. Leveraging the iSCSI protocol, WinTarget enhances Windows sharing of disk systems over an Ethernet network. WinTarget seamlessly integrates into the operating system enabling customers to leverage their investment in Windows by providing network-wide secure storage provisioning and high availability. Storage capacity is no longer trapped behind a single server or unavailable if a single server fails. Typical applications of WinTarget include sharing locally attached free disk resources among servers, extending high-performance fault-tolerant disk devices across the network, consolidating storage, or creating cost-effective cluster environments.

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Application Virtualization
Virtual Booth 4032 • Virtual Product 1972

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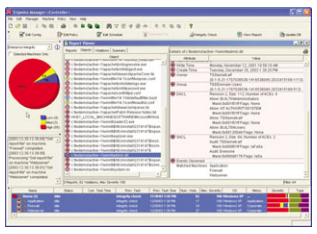
Enterprise Mgmt. Software
Virtual Booth 3793 • Virtual Product 1559

Enterprise Configuration Manager captures tens of thousands of configuration variables on every server and workstation in your organization. See the results immediately in the ECM Portal or as output in one of the hundreds of prepackaged reports. Tame rogue system configurations, enforce standards, minimize downtime, and forge a strong, seamless network environment.

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Phone: (719) 447-4600
Fax: (719) 447-4601
WEB SITE: www.configuresoft.com
EMAIL: sales@configuresoft.com

Tripwire For Servers
Virtual Booth 4066 • Virtual Product 2023

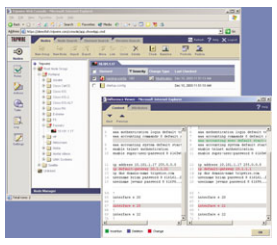


Tripwire® for Servers monitors critical server system files across the enterprise, providing immediate notification of changes that occur, while Tripwire Manager provides convenient, centralized management of Tripwire for Servers installations. With Tripwire software, evaluate changes and minimize impact to prevent downtime, maintain security, and stop implementation of unauthorized changes.

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Tripwire for Network Devices
Virtual Booth 4066 • Virtual Product 2024



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Clustering Solutions
Virtual Booth 3920 • Virtual Product 1792

VERITAS Cluster Server, the industry's leading open systems clustering solution, is ideal for reducing planned and unplanned downtime, facilitating server consolidation, and effectively managing a wide range of applications in heterogeneous environments. With support for up to 32 node clusters in SAN, VERITAS Cluster Server features the power and flexibility to protect everything from a single critical database instance, to the largest, globally dispersed, multi-application clusters. Increasing automation, providing features to test production disaster recovery plans without disruption, and offering intelligent workload management allow cluster administrators to maximize resources by moving beyond reactive recovery to proactive management of application availability.

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Media Management System
Virtual Booth 3998 • Virtual Product 1943

Vertices® Media Management System is the comprehensive, scalable disaster recovery tool that will help you meet even the most stringent business continuity guidelines. Vertices lets you easily store, track, move and protect all the media your company generates. And since Vertices integrates seamlessly with your backup system, the tracking / logging of your backup media will be done automatically.

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Patch Management Service
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- Small organizations to Fortune 500 giants can easily apply Patch Automation. The ability of Mobile Automation software to run on any Microsoft OS (9x thru XP), and work in conjunction with any ODBC-compliant database product, make it an easy fit with any size organization.
- Patch Automation™ can be used in conjunction with any systems management platform that's already in place, including Microsoft SMS™, IBM Tivoli™ and CA Unicenter™ and is upward compatible with Mobile Automation's award-winning Mobile Lifecycle Management Suite.

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Fax: (310) 914-9703
EMAIL:Sales@mobileautomation.com

Security Update Manager
Virtual Booth 3793 • Virtual Product 1560

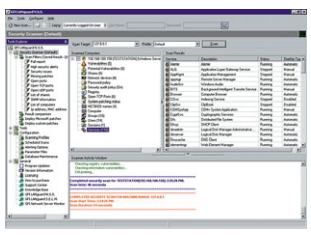
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- Push and pull deployment
- Deployment control
- Security and role-based access
- Integration with Microsoft Security Web site

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Patch Management
Virtual Booth 3805 • Virtual Product 1600



GFI LANguard Network Security Scanner offers:
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- Network-wide service pack deployment
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- Deployment of OS patches (or use with SUS)
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Application Monitoring
Virtual Booth 3990 • Virtual Product 1925



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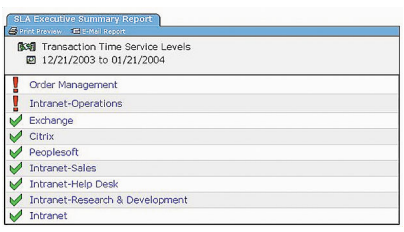
Application Performance
Virtual Booth 3920 • Virtual Product 1793

VERITAS i³™ is an integrated software solution that provides a methodology for rapidly improving application performance. Correlates the application flow across the multi-tiered IT infrastructure by continuously monitoring all technologies that contribute to response time.
Identify the problem with VERITAS Insight™-collects detailed performance metrics from underlying technologies contributing to response time to provide deep visibility into complex performance bottleneck issues.
Notify the user with VERITAS Inform™-delivers key performance information collected by Insight & Indepth in the form of historical reports and exception to service alerts.
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End-To-End Performance
Virtual Booth 4043 • Virtual Product 1985



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Application Monitoring
Virtual Booth 4077 • Virtual Product 2038

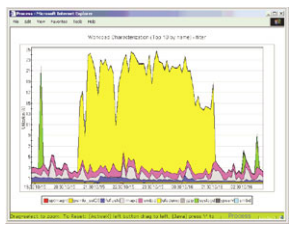
Audit Suite provides a powerful and innovative framework for monitoring distributed applications by collecting performance and security metrics from Application-Universe™ entities such as custom instrumented applications, databases, web servers, operating systems and networks.

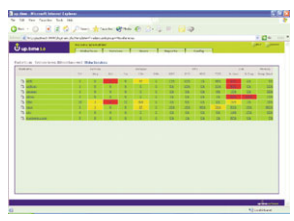
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Performance Monitoring
Virtual Booth 3925 • Virtual Product 1806



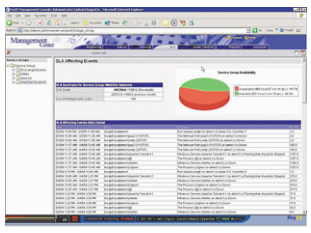


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Network & System Mgmt.
Virtual Booth 4010 • Virtual Product 1954

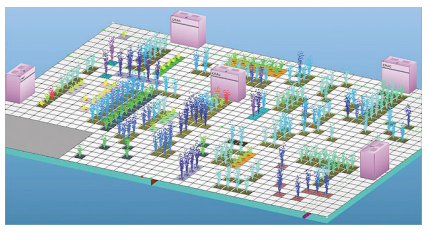


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Air Flow Design Software
Virtual Booth 4058 • Virtual Product 2006



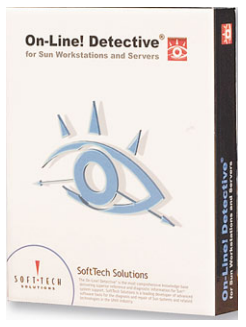
TileFlow is a software package for modeling airflow distribution in raised-floor data centers. It enables you to evaluate different layouts, consider the effects of reconfiguration of air-handling units and perforated tiles, explore the effect of under-floor blockages, and predict failure scenarios. TileFlow eliminates the expensive and tedious trial-and-error process to achieve the desired distribution of cooling air.

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Sun System Support
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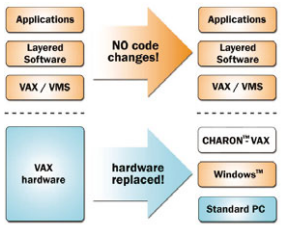
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PC Remote Support Software
Virtual Booth 3784 • Virtual Product 1548

$189
Retail Price



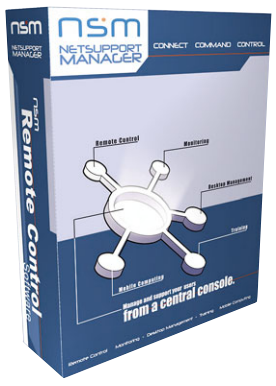
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PC Remote Control
Virtual Booth 3800 • Virtual Product 1579

PC Remote Control and Desktop Management

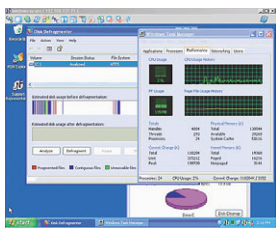


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Remote Control Software
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Data Center Automation
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Performance Software
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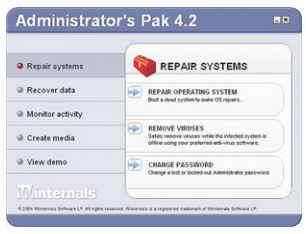
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System Admin Tools
Virtual Booth 3863 • Virtual Product 1680

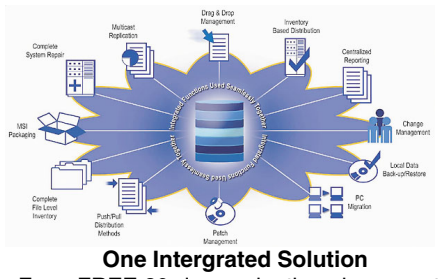


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Desktop Availability Suite
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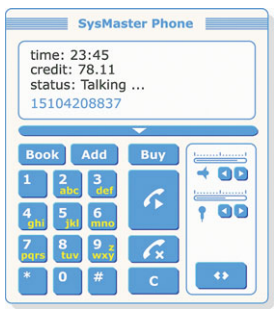


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VoIP PDA Softphone
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- History list of the most recently used phones
- Instant balance reporting
- Skinnable interface

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VoIP Softphone
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- Speaker volume control
- Microphone volume control
- Contact Book
- History list of the most recently used phones
- Instant balance reporting
- Includes a timer for the seconds
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- Skinnable interface

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Email Archiving Solution
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Cisco Network Services
Virtual Booth 15 • Virtual Product 1534

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Command Center Solution
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Data Center Services
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Server Replication
Virtual Booth 3897 • Virtual Product 1767

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Co-location Services
Virtual Booth 2899 • Virtual Product 1668

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8	4amp	2	200	40
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42	5amp	16	1100	160

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OEM Chassis Solutions
Virtual Booth 2895

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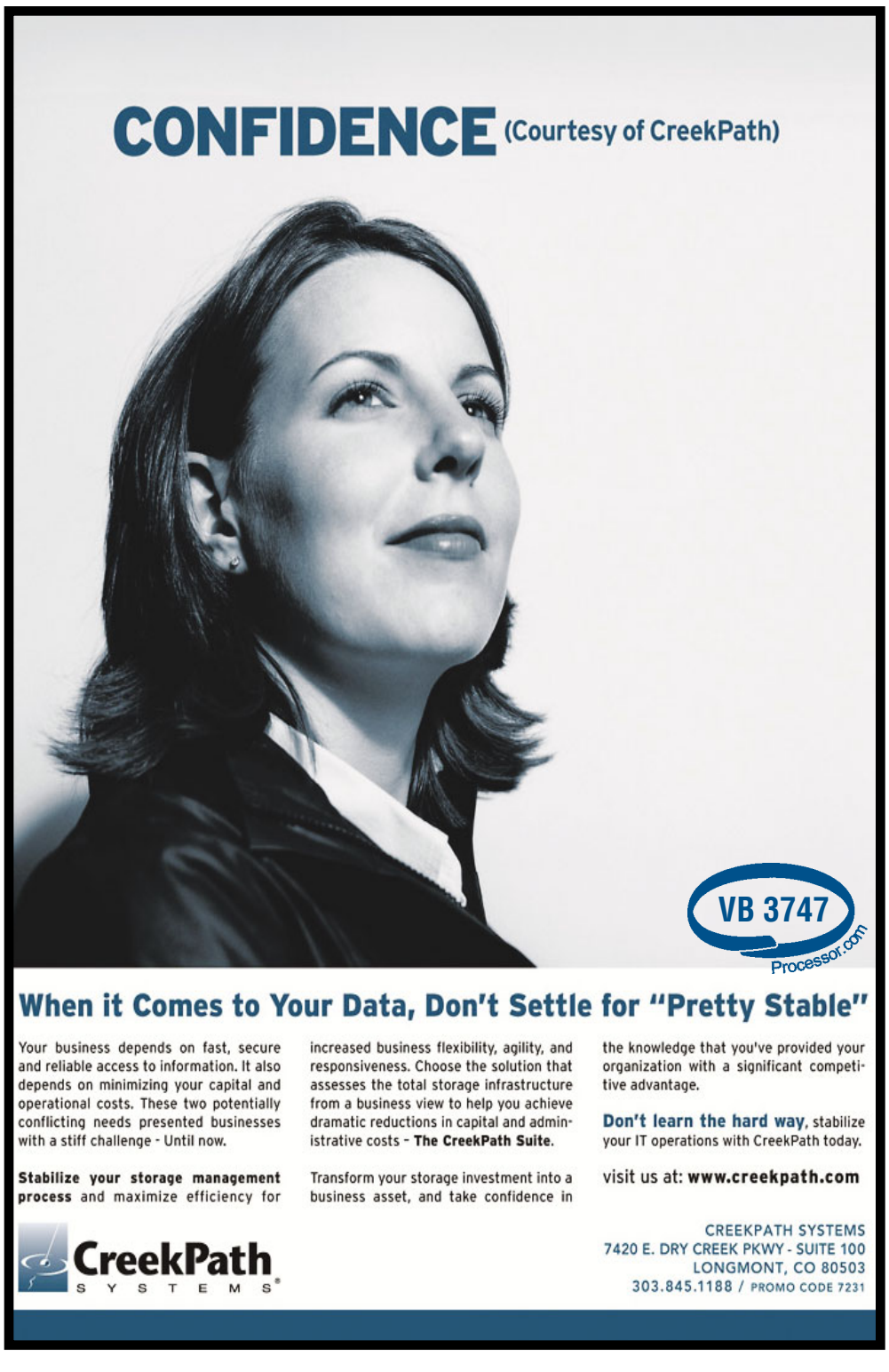
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Virtual Booth 3970 • Virtual Product 1887

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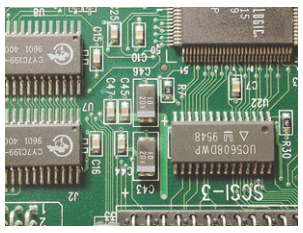
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Depot Maintenance on POS
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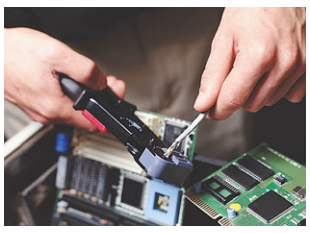


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IT Security Management
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Penetration Testing
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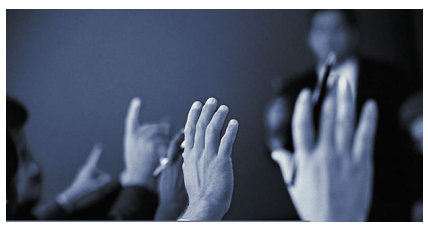
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You'll see either a booth page listing all of a company's featured products or a specific product page with more information and detailed photos of the product.

PROCESSOR

Copper Cables
Virtual Booth 3762 • Virtual Product 1527



- Slim line strain relief; can butt next to each other in high-density hub, without bending.
- Standard lengths and colors in stock and ready to ship.
- Available in both Cat6 and enhanced Cat5E; snag-proof boot to protect cable.
- Custom lengths built to order - quick turn and high quality.
- Carry a lifetime warranty.

5404 South Bay Road
Syracuse, NY 13221
Phone: (888) 299-6757
Fax: (315) 455-1800
WEB SITE: www.cxtec.com/processor
EMAIL: cables@cxtec.com

Networking Cables
Virtual Booth 2921 • Virtual Product 1830



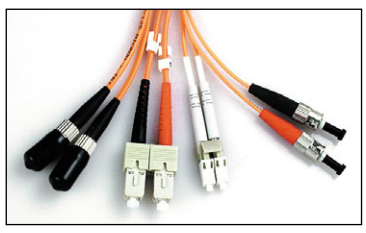
We can meet your network cable needs!
- 350MHz Cat5e Patch Cables
- Crossover cables are ideal for 2 system networks or linking other equipment such as hubs and routers together
- Patch Cables - From 1 to 100 feet in a variety of colors
- Bulk 1000' Rolls of Networking Cable
- Face Plates, Wall-Jacks and More for your Networking Needs

Cables For Less

266 Southbridge St.
Phone: (800) 273-9556
WEB SITE: www.cablesforless.com

Mooresville, IN 41658
Fax: (317) 834-4716
EMAIL:sales@cablesforless.com

Fiber Optic Cables
Virtual Booth 3307 • Virtual Product 1677



- Designed for high-speed data transmission
- Available in Multimode, Single Mode
- Available in combinations of SC/ST/MT-RJ/FDDI
- Standard lengths in stock ready to ship

43 Tesla Way
Irvine, CA. 92618
Phone: (800) 344-6921
Fax: (949) 341-0669
WEB: www.addlogix.com
EMAIL: sales@addlogix.com

Fiber Cables
Virtual Booth 3762 • Virtual Product 1528



- Each cable individually tested for optical performance.
- Wide assortment of connector styles in stock lengths available for immediate shipment.
- Custom lengths built with 1-3 day lead times.
- Single-mode, multi-mode, and 10 gig available.
- Competitive pricing and customer service.
- Carry a lifetime warranty.

5404 South Bay Road
Syracuse, NY 13221
Phone: (888) 299-6757
Fax: (315) 455-1800
WEB SITE: www.cxtec.com/processor
EMAIL: cables@cxtec.com

Fiber Optic Cables
Virtual Booth 2921 • Virtual Product 1831



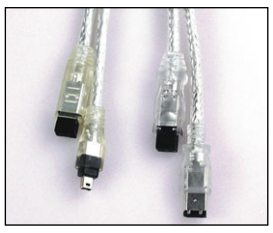
We can meet all your fiber optic needs
- SC to SC Multimode Fiber Optic Jumper Cables
- ST to ST Multimode Fiber Optic Jumpers
- ST to SC Multimode Fiber Optic Jumpers
- MTRJ to MTRJ Multimode Fiber Optic Jumper Cables
- MTRJ to SC Multimode Fiber Optic Jumper Cables
- MTRJ to ST Multimode Fiber Optic Jumper Cables

Cables For Less

266 Southbridge St.
Phone: (800) 273-9556
WEB SITE: www.cablesforless.com

Mooresville, IN 41658
Fax: (317) 834-4716
EMAIL:sales@cablesforless.com

Firewire Cables
Virtual Booth 3307 • Virtual Product 1676



- Available in combinations of 4 or 6-pin (FireWire400) and 9-pin (FireWire800) configuration
- Meet FireWire 1394a and 1394b specifications
- Shielded to protect signals from EMI noise
- Designed to reduce cross talk and ensure error-free data transmission

43 Tesla Way
Irvine, CA. 92618
Phone: (800) 344-6921
Fax: (949) 341-0669
WEB: www.addlogix.com
EMAIL: sales@addlogix.com

Media Converters
Virtual Booth 3683 • Virtual Product 1251



Transition Networks offers standalone form factors as well as chassis modules.
- Allows conversion of media using space-saving devices
- Available in wide array of protocols:
  - -Ethernet
  - -Fast Ethernet
  - -Gigabit Ethernet
  - -ATM/OC-12
  - -T1/E1
  - -DS3
  - -High Speed Serial
- See Web site for all available converter options

6475 City West. Parkway
Eden Prairie, MN 55344
Phone: (800) 526-9267
Fax: (952) 941-2322
WEB SITE: www.transition.com
EMAIL: sales@transition.com

Media Converters
Virtual Booth 3821 • Virtual Product 1617



Matching cable types is simple and affordable with Pure Networking Media Converters
- Economical devices that enable you to connect different types of media without adding to your repeater count
- Completely transparent to the network
- Compact size - use on the desktop or wallmount them
- FREE 24/7 hotline technical support

1000 Park Dr
Lawrence, PA 15055-1018
Phone: (724) 746-5500
Fax: (800) 321-0746
WEB SITE: www.blackbox.com
EMAIL: info@blackbox.com

Media Converter
Virtual Booth 3795 • Virtual Product 1563

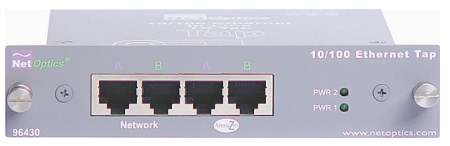


Media Converter ME51 Series
10/100BaseT(X) to 100BaseFX Fiber Converter
Moxa Media Converter is a standalone physical layer device that converts between 10/100Base-T(X) and 100Base-FX segments of the same network. Supports Link Fault Pass Through. Fiber connection's half/full duplex mode is DIP Switch selectable.

3001 Enterprise Street, #210
Phone: (714) 528-6777
WEB SITE: www.MoxaUSA.com

Brea, CA 92821
Fax: (714) 528-6778
EMAIL: info@MoxaUSA.com

10/100BaseT Tap
Virtual Booth 3893 • Virtual Product 1759



The World's First and Only "Zero Delay" 10/100 Tap
- "Zero Delay" technology ensures zero packets dropped if power is lost to the Tap
- Passive monitoring access port enables 100% visibility without data stream interference
- Redundant power is included to guarantee monitoring uptime

1130 Mountain View Alviso Road
Sunnyvale, CA 94089
Phone: (408) 737-7777
Fax: (408) 745-7719
WEB SITE: www.netoptics.com
EMAIL: sales@netoptics.com

Fiber Management Systems
Virtual Booth 3827 • Virtual Product 1622



Fiber Management Systems, Components and Services

- Assessment and design services
- Installation and testing services
- Trunk cables
- Jumper cables and patch panels
- Subfloor conveyance tray systems

700 Pleasant Valley Drive
Springboro, OH 45066-0848
Phone: (800) 953-4773
Fax: (937) 704-0101
WEB SITE: www.opticatech.com
EMAIL: sales@opticatech.com

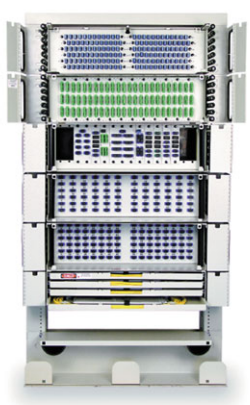
Fiber Routing System
Virtual Booth 3928 • Virtual Product 1812



- FiberRunner Routing System
- Fastest Installations - QuikLock couplers and brackets reduce system installation time dramatically
- Easy to Maintain - provide access to cable without removing any covers or compromising cable security
- Strong and Versatile - available in 12x4, 6x4, 4x4 and 2x2 sizes; compliant with Telcordia GR-63-CORE NEBS

17301 Ridgeland Avenue
Tinley Park, IL 60477
Phone: (800) 777-3300
Fax: (708)-532-1811
WEB SITE: www.panduit.com/fr09
EMAIL: cs@panduit.com

Fiber Distribution Systems
Virtual Booth 4054 • Virtual Product 1999



APA Cables & Networks' (APACN) F23 Fiber Distribution System (FDS) is engineered for broadband and enterprise connectivity applications. The FDS consists of termination and splice panels, frames and accessories. The FDS is designed to reduce risk of post installation damage, lower maintenance cost and enhance system life. The F23 144 port fiber panel offers the highest port density in the smallest footprint available.

5480 Nathan Lane
Phone: (763) 476-6866
WEB SITE: www.apacn.com

Plymouth, MN 55442
Fax: (763) 475-8457
EMAIL:sales@apacn.com

Cable Management System



Fiber Optic
Cable Management System
Assures Bend Radius
Conformance
Fast-Drop® Fiber Optic
Bend Radius Control
Modules

"Perfect 90 Degree Radius"
sufficient to provide
correct minimum bend for
fiber optic cables
ensuring consistent data
transmission

device technologies, inc.

3 Brigham St. Marlborough, MA 01752
Phone: (508) 229-2000 **Fax: (508) 229-2622**
WEB SITE: www.devicetec.com EMAIL:dti@devicetec.com

Vertical Cable Management

Virtual Booth 3928 • Virtual Product 1811



PatchRunner Cable Management

- Designed to manage high-density network cabling while minimizing floor space requirements
- Eliminates the need for horizontal cable managers when used with *PANDUIT* angled patch panels
- Cable management fingers with integral bend radius control align with rack spaces to support cables as they transition into the vertical pathway

PANDUIT®

17301 Ridgeland Avenue
Tinley Park, IL 60477
Phone: (800) 777-3300
Fax: (708)-532-1811
WEB SITE: www.panduit.com/pr06
EMAIL: cs@panduit.com

Managed Patch Panels

Virtual Booth 3928 • Virtual Product 1813



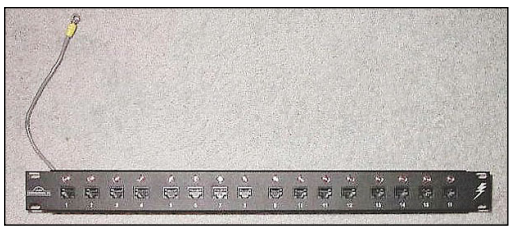
The PanView system, through its innovative use of scanners, enabled patch panels, reliable patch cords and software, provides real-time monitoring of physical layer connectivity. This system provides networks with greater reliability, improved security, better efficiency and greater savings.

PANDUIT®

17301 Ridgeland Avenue
Tinley Park, IL 60477
Phone: (800) 777-3300
Fax: (708)-532-1811
WEB SITE: www.panduit.com/pv08
EMAIL: cs@panduit.com

Surge Protected Patch Panel

Virtual Booth 4040 • Virtual Product 1979



- Protects all Cat.5 & 6 ports up thru full duplex Ethernet
- Protects all 8 signals / wires per port up to 550Mhz
- 16-ports across w/single-point grounding (1U rack space)
- Individual LAN port surge test light for all ports
- 4-port card modules are hot swappable
- Stops all voltage transients greater than ±8 volts
- Many other models are available

BRAVO COMMUNICATIONS, INC.

3463 Meadowlands Lane San Jose, CA 95135
Phone: (800) 366-0297 **Fax: (408) 297-8701**
WEB SITE: www.bravobravo.com EMAIL: sales@bravobravo.com

UPS Environment Sensor

Virtual Booth 3804 • Virtual Product 1645



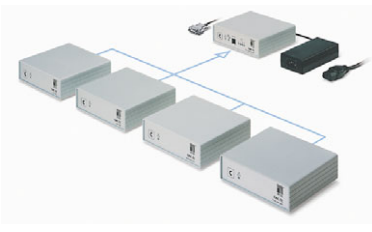
- Remotely monitors temperature & humidity
- Remote supervision via browser or SNMP-based NMS
- 2 contacts for door open, genset start up or other user-defined parameters
- Alarm thresholds set through SNMP/Web interface; notify email/SMS/pager
- Compatible w/any Ethernet/SNMP-enabled MGE UPS

MGE UPS SYSTEMS

1660 Scenic Avenue
Costa Mesa, CA 92626
Phone: (800) 523-0142 x3500
Fax: (714) 434-0865
WEB SITE: www.mgeups.com/us
EMAIL: sales@mgeups.com

Rack Monitor System

Virtual Booth 3871 • Virtual Product 1706



Rittal's new computer multicontrol system offers system security & monitoring plus these functions:

- Vandalism/shock/vibration detection
- Remote smoke alarm and temperature sensors
- Climate control/thermal management functionality
- Prevention against unauthorized access via swipe card/keypad authorization, lockout and much more.

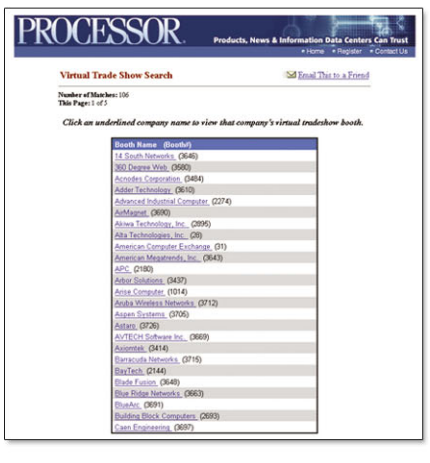
RITTAL

One Rittal Place
Springfield, OH 45504
Phone: (800) 477-4000
Fax: (937) 390-5599
WEB SITE: www.rittal-corp.com
EMAIL: rittal@rittal-corp.com

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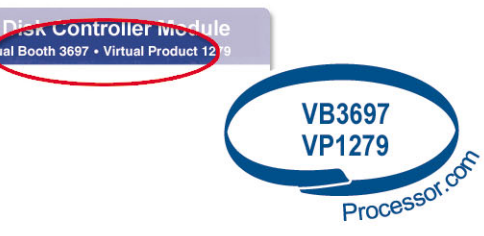
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www.processor.com

Cabinet Climate Monitor
Virtual Booth 2915 • Virtual Product 1870

$389



Ethernet/Web
Temperature - Air Flow
Humidity - Door Position
Sound - Light Level
Power - Web Cam
16 External Sensors

Rack Mounted
Monitor Multiple Cabinets
HTML (no client needed)
SMTP (e-mail alerts)
SNMP (MIB, traps)
Graphing - Console

IT Watchdogs

12885 Research Blvd. Austin, TX 78750
Phone: (512) 257-1462
WEB SITE: www.ITWatchDogs.com EMAIL:support@itwatchdogs.com

Environment Monitor
Virtual Booth 3669 • Virtual Product 1248



Room *Alert 2* monitors the environment of the data center. Environment sensors built-in and attached to **Room *Alert 2*** will dynamically monitor temperature, humidity, main & UPS power, flood/water, smoke/fire, intruder/entry, panic buttons & more. AVTECH's **PageR *Enterprise*** software is included to allow monitoring network-wide, unlimited alerting & automatic corrective action for a complete IT solution.

AVTECH Software

221 Third Street Tower
Newport, RI 02840
Phone: (888) 220-6700
Fax: (401) 847-6701
WEB SITE: www.avtech.com
EMAIL: sales@avtech.com

Mission Critical Monitoring
Virtual Booth 3896 • Virtual Product 1765



- Avoid downtime caused by physical/environmental factors
- Real time monitoring of critical equipment status
- Full set of pre-integrated sensors and accessories
- Up to 104 inputs or up to 34 relay outputs
- Standalone or integrated with other enterprise systems (SNMP/BACnet/Modbus) and support for 10 IP links
- Redundant alarm notification and remote access/control

Falcon RLE Technologies What's Going On...

208 Commerce Drive
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Phone: (970) 484-6510
Fax: (970) 484-6650
WEB SITE: www.rletech.com
EMAIL: sales@rletech.com

Environmental Monitoring
Virtual Booth 3899 • Virtual Product 1769



Sensaphone IMS-4000
Comprehensive Remote Site Monitoring
Monitor critical environmental conditions such as temperature, humidity, smoke, sound level, motion, water, intrusion, and power outages with the IMS-4000 host and node. Each host and node unit supports up to eight environmental sensors.

SENSAPHONE®

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Aston, PA 19014
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Fax: (610) 558-0222
WEB SITE: www.sensaphone.com
EMAIL: info@sensaphone.com

Environmental Sensor Hub
Virtual Booth 3146 • Virtual Product 0582



Network Enabled Environmental Monitor

Features:
- Email Notifications
- Full SNMP Capabilities
- Graphing
- Requires No Software
- Sends SNMP Traps to 4 Destinations
- Full Password Protection
- Fully Compliant with all Operating Systems

We also have larger devices with more sensor capabilities available.

$295 w/ Temperature
$395 w/ Temp & Humidity

Mention This Ad for 10% Discount!

UPTIME DEVICES

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Fax: (512) 328-1844
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EMAIL: sales@uptimedevices.com

Water Leak Detection
Virtual Booth 3896 • Virtual Product 1764



- Early detection of potential water/moisture problems
- Over 3 million feet of patented cable deployed
- Monitor up to 5000 feet and pinpoint leak location
- Quick dry, easy to deploy, modular, non-conductive cable
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- CE certified, UL listed, and "fire code" friendly (CL2P Plenum rated)

SeaHawk RLE Technologies What's Going On...

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Fire Suppression System
Virtual Booth 4086 • Virtual Product 2049



SAPPHIRE® Fire Suppression System uses a revolutionary clean agent that fights fires without causing damage to electronics and other critical assets. Ideal solution for DP centers, telecommunications, and tape storage facilities. Environment-friendly agent has atmospheric lifetime of only five days versus 33 years for the closest chemical alternative - and ZERO ozone-depletion potential.

ANSUL® Innovative Fire Solutions

One Stanton Street
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Toll Free: (800) 862-6785
Phone: (715) 735-7411
WEB SITE: www.ansul.com
EMAIL: ansul.info@tycoint.com

Floor Lifter and Bracket
Virtual Booth 3832 • Virtual Product 1627



Every Data Clean **Floor Lifter** features premium quality rubber suction cups to provide a strong, safe grip on even the heaviest floor tiles. Rugged cast-aluminum handles provide strength without excess weight.
Data Bracket. The enameled heavy-gauge steel mounting plate is equipped with a durable, universal bracket to hold the Data Clean Floor Lifter.

Data Clean®

1033 Graceland Ave. Des Plaines, IL 60016
Phone: (800) 328-2256 **Fax: (847) 296-6870**
WEB SITE: www.dataclean.com EMAIL:Sales@dataclean.com

Floor Grommet
Virtual Booth 3832 • Virtual Product 1628

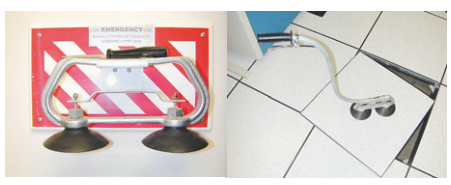


The more technology you pack in, the harder it is to keep cool, and hotspots quickly turn into trouble spots. And those uncovered cable openings in the floor dumping pressurized plenum air into the room instead of into your equipment racks aren't helping matters one bit. Seal them up with koldlok raised floor grommets and keep your critical cold air circulating where it belongs.

Data Clean®

1033 Graceland Ave. Des Plaines, IL 60016
Phone: (800) 328-2256 **Fax: (847) 296-6870**
WEB SITE: www.dataclean.com EMAIL:Sales@dataclean.com

Floor Panel Lifter
Virtual Booth 3992 • Virtual Product 1927



Do you know where your floor lifter tool is right now? You would if you had a Panel Lifter Tool and Bracket from Sealco. The lifter tool is available in both 4" and 5" size. Wall Brackets are also available to help find and identify your lifter tools. The Stand Up Lifter Tool is ideal for those situations that allow little to no "bending". These lifters are great for those who have back problems.

Sealco We Perform for You.

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Phone: (972) 234-5567
Fax: (972) 234-5586
WEB SITE: www.sealco.net
EMAIL: sales@sealco.net

Portable Air Conditioner
Virtual Booth 3731 • Virtual Product 1437



- Control server room temp
- Offers flexibility at low cost
- Protects electrical equip.
- Designed for continuous use
- Solutions for all applications
- Up to 2 tons in 115 volts
- 1 to 10 tons of capacity
- Air and water-cooled systems
- Split air-cooled systems
- 32 different models
- Easy installation

Mention This Ad for 10% Off

KwiKool Portable Cooling Systems

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Portable Air Conditioner
Virtual Booth 2180 • Virtual Product 1638



The **PA4000** is a portable and compact air conditioner designed for localized cooling in small areas. It can be deployed quickly & easily, providing up to 4kW of air conditioning, without the need for an expensive installation. The **PA4000** complements APC's line of innovative cooling solutions for corporate data centers, small to medium businesses, access providers and small office & home office users.

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Power Tower XL Dual Power
Virtual Booth 931 • Virtual Product 1072



- Dual power feeds in one enclosure
- Group outlet control for up to 4 power circuits
- Remote reboot via IP
- Secure HTML GUI, SNMP, RS-232 access 120/208 VAC 15, 20 & 30-Amp models
- True RMS Input Current Monitoring
- Power-up Sequencing

Server Technology, Inc.

1040 Sandhill Road
Reno, NV 89511
Phone: (775) 284-2000
Fax: (7752842065
WEB SITE: www.servertech.com
EMAIL: sales@servertech.com

Power Tower XL Zero U
Virtual Booth 931 • Virtual Product 1071



- Remote Reboot via IP
- Secure HTML GUI, SNMP, RS-232 access
- 120/208 VAC 15, 20 & 30-Amp models
- True RMS Input Current Monitoring
- Power-up Sequencing
- Link to a second tower for group outlet control

Server Technology, Inc.

1040 Sandhill Road
Reno, NV 89511
Phone: (775) 284-2000
Fax: (775) 284-2065
WEB SITE: www.servertech.com
EMAIL: sales@servertech.com

Sentry Commander PT40
Virtual Booth 931 • Virtual Product 1073



- Remote Power Management & Pass-Through Console Port Access
- 4 Pass-Through ports for console management of serial devices
- 4 power outlet receptacles
- Secure in-band or out-of-band communications
- Field-Replaceable internal Global Secure Modem

Server Technology, Inc.

1040 Sandhill Road
Reno, NV 89511
Phone: (775) 284-2000
Fax: (775) 284-2065
WEB SITE: www.servertech.com
EMAIL: sales@servertech.com

3-Phase Power Distribution
Virtual Booth 3473 • Virtual Product 1345



PC 975 Series - 2U Mounted

- 30A, 3-phase, 120/208V ~ WYE
- 120V NEMA 5-20R and 208V NEMA L6-20R outlets are standard L5-30R and L21-30R outlet versions available
- EMI/RFI Filtering, Surge suppression
- Remote on/off and EPO control
- Multiple Time Delay™ power up between phases

Z-LINE PULIZZI® ENGINEERING, INC.

3200 S. Susan Street
Phone: (877) PULIZZI (785-4994)
WEB SITE: www.pulizzi.com/3phase

Santa Ana, CA 92704-6839
Fax: (605) 334-4999
EMAIL:sales@pulizzi.com

Prevent Data Loss
Virtual Booth 3385 • Virtual Product 965

DUALCOM • 8 POWER MANAGER



UL Listed

Monitor current consumption of EACH outlet
The **Dualcom 820** not only allows remote power mgmt, but also represents a new approach to managing your system. Save energy by scheduling shutdown periods & monitor current consumption to utilize valuable rack space efficiently.

- Control & monitor eight 120VC, 20A outlets (16A unit total)
- Communicate in two ways: TCP/IP or RS-232 serial

CYBER SWITCHING®

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Fax: (408) 975-0941
WEB SITE: www.cyberswitching.com
EMAIL: info@cyberswitching.com

Zero U PDU w / Monitoring
Virtual Booth 2144 • Virtual Product 780



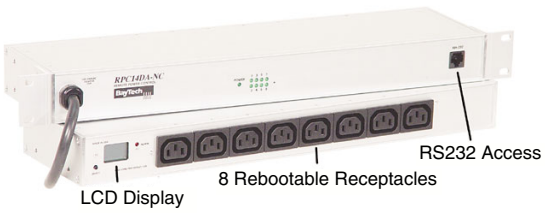
24 RECEPTACLE REMOTE POWER MONITORING & DISTRIBUTION

- Current, Voltage, Power, and Temp Monitoring
- LCD Screen Display
- RS232 Interface 120/208VAC 10,20,30A Models
- Power Distribution and Monitoring In One Unit

BayTech®

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Bay St. Louis, MS 39520
Phone: (800) 523-2702
Fax: (228) 467-4551
WEB SITE: www.baytech.net
EMAIL: sales@baytech.net

Power Control & Monitoring
Virtual Booth 2144 • Virtual Product 778



8 RECEPTACLE POWER CONTROL AND MONITORING

- Current, Voltage, Power, and Temp Monitoring
- LCD Screen Displays Power Monitoring Information
- RS232 interface, 120/208VAC 10,20,30A Models
- Turn On, Off, or Reboot any or All Receptacles

BayTech®

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Bay St. Louis, MS 39520
Phone: (800) 523-2702
Fax: (228) 467-4551
WEB SITE: www.baytech.net
EMAIL: sales@baytech.net

Isobar® Surge Suppressor
Virtual Booth 3710 • Virtual Product 1331



Model: ISOBAR12ULTRA

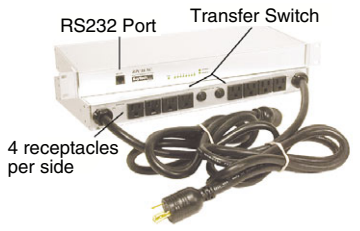
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- High operating efficiency cuts operating costs

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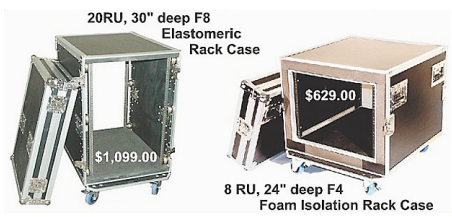
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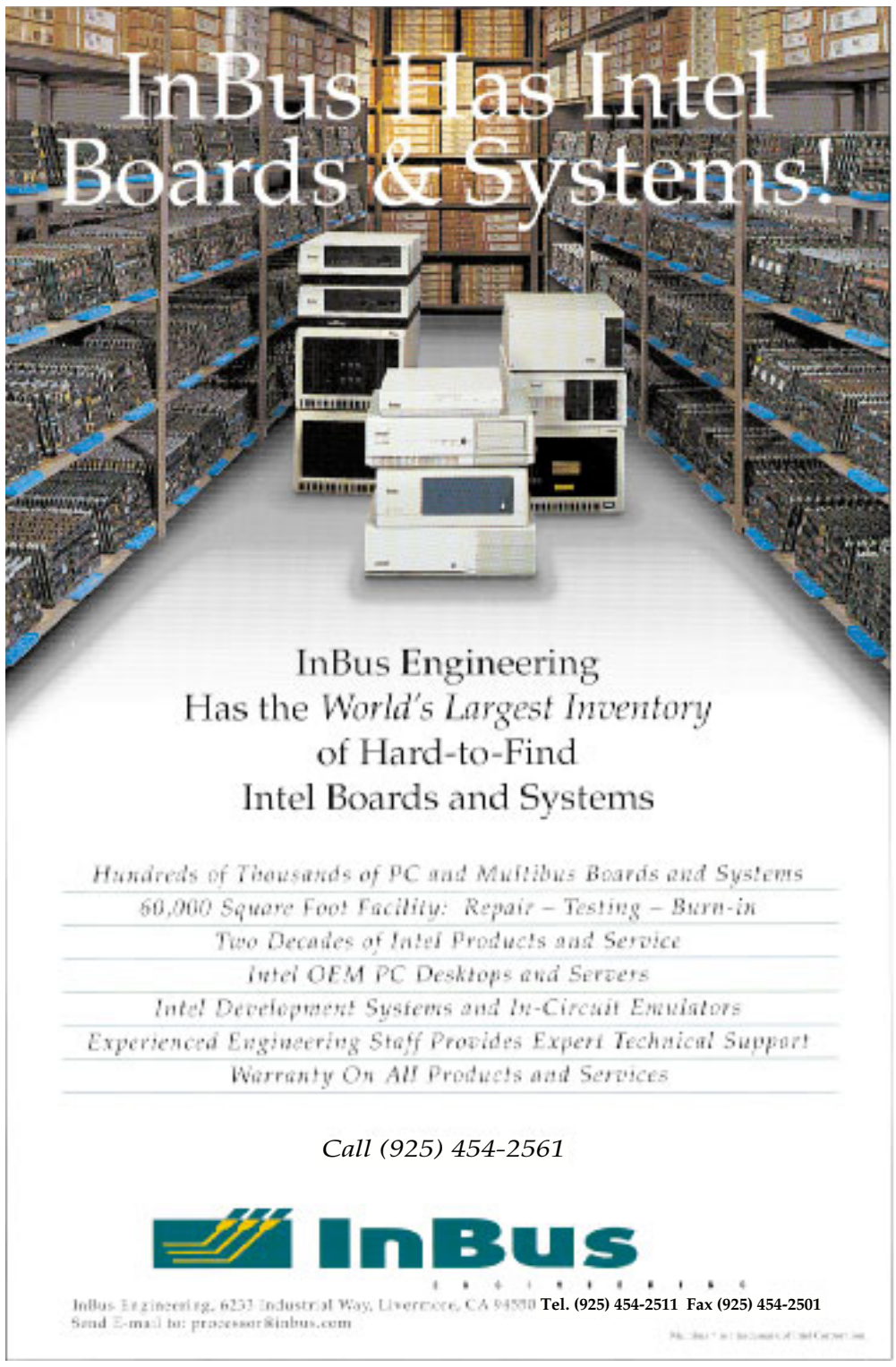


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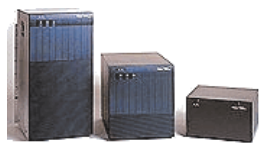
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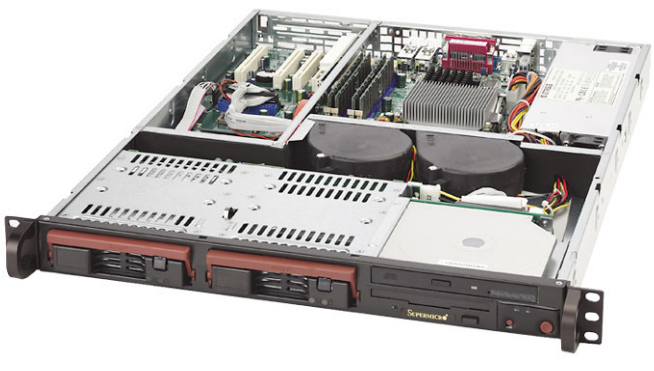


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